

# Cole Levy

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## EDUCATION

**SUNY Geneseo, School of Arts & Sciences - Bachelor of Arts, Communication** - December 2022

**Flatiron School, Certification in Full Stack Web Engineering** - August 2023

**HVCC, Associates Degree of Social Entrepreneurship and Sustainable Technologies** - June 2019

## WEBSITES

<https://www.linkedin.com/in/colelevy>

<https://github.com/colelevy08>

<https://colelevy08.github.io/Portfolio25>

## RELEVANT COURSEWORK

Computer Concepts and Applications | Front end Development | Back End Development | Full Stack Development | Principles of Marketing | Digital Marketing | Persuasion and Social Influence | International Business | International Mass Communication | Perspectives/Organizational Communication | Organization and Management | CompTIA A+ Certification

## PROJECTS

**Happy Trails:** A social media application for hiking and outdoor adventures. Find the best trails near you and share your outings with friends

**EchoEcho:** A social media marketplace geared toward vinyl record enthusiasts. Share, sell, trade, and buy your vinyls

**Expense Tracker:** A simple python CLI application designed to help manage personal finances. Input expenses and earnings by category, see difference between earnings and spendings, and more

**Published Technical Article:** <https://builtin.com/articles/queryselector-vs-getelementbyid>

## SKILLS

**Technical:** Microsoft Office Suite, CRM & POS software, IT troubleshooting, remote/on-site support

**Software Development:** JavaScript, Python, Typescript, React, Flask, SQLAlchemy, HTML, CSS

**Communication & Media:** Journalism, interpersonal communication, digital marketing, persuasive writing

**Spoken Languages:** Fluent in English, intermediate in Spanish, French, and Chinese

## WORK EXPERIENCE

**The Whistling Kettle, Server,** Ballston Spa, NY

October 2024 - Current

- Managed and upsold a selection of 300+ gourmet teas to provide guests with natural remedies to their ailments
- Ensured sales goals were met by encouraging guests to purchase merchandise such as bulk tea, tea sets, and clothing items
- Handled customer inquiries and ensured a high level of customer satisfaction achieving weekly tip averages of over 24%

**cb20, Support Engineer 1,** Saratoga Springs, NY

December 2024 - May 2025

- Provided technical support for IT managed services clients, remotely or on-site.
- Applied diagnostic techniques to identify problems, investigate causes, recommend solutions to correct common failures, and escalate problems when required
- Drove phone answer rate from 30% to 95% and brought customer satisfaction rate from 3.2/5 to 4.9/5

**The Harborside Inn., Night Auditor,** Edgartown, MA

May 2021 - August 2021

- Generated financial reports and reconciled daily transactions to support accounting accuracy
- Performed nightly audits to maintain an accurate database of hotel reservations and maintenance requests
- Assisted guests with late check-ins, special requests, and overnight inquiries to ensure a seamless experience