

# 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 | Intercultural Communication | Digital Society | Perspectives/Organizational Communication | Organization and Management | CompTIA+ Certification

## **SKILLS**

Experienced in JavaScript, TypeScript, React, Flask, SQL HTML, CSS, and more for efficient software solutions.

Experienced in React Native and Swift for mobile development

Fluent in English and proficient in Spanish, Chinese, and French.

Proficient in Microsoft Office Suite: Word, PowerPoint, and Excel

Proficient with CRM, POS, and Ticketing systems.

## **WORK EXPERIENCE**

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

December 2024 - Current

- Provide technical support for managed services customers, remotely or on-site so that they can complete core and essential duties of their roles with functional, required equipment.
- Responsible for driving phone answer rate from 30% to 95%
- Helped bring customer satisfaction rate to 4.9/5 from 3.2/5
- Apply diagnostic techniques to identify problems, investigate causes, recommend solutions to correct common failures, and escalate problems when required.

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

October 2024 - Current

- Managed and upsold a large selection of gourmet tea 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, clothing items, etc.
- Demonstrated expertise in handling customer inquiries, resolving issues promptly, and ensuring a high level of customer satisfaction.

**SUNY Geneseo, Teaching Assistant**, Geneseo, NY

January 2021 - May 2021

- Oversaw students in virtual classrooms during COVID lockdowns to monitor, enforce rules, and support the professor.
- Utilized Microsoft Suite to manage class material.
- Assisted professor with anything required for class to run smoothly.