

# Francisco "Frankie" A. Costoya

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## Software Developer

UCF Alumni with a passion for integrating technology and art. Extensive history working in support roles, troubleshooting, and managing technology from both hardware and software perspectives. Deep understanding of modern technologies on consumer and professional levels, and their integration in to business and creative practices.

### Tech Proficiency

<i>Business:</i>	<i>Creative:</i>	<i>Web:</i>	<i>Code:</i>
Microsoft Word	Adobe Photoshop	HTML	SQL
Microsoft Excel	Ableton Live	CSS	Python
Microsoft PowerPoint	Apple Logic Pro X	PHP	C# / .NET
Google Docs	Apple Final Cut Pro	WordPress	Git

### Projects:

[Click Here](#)

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## Professional Experience

### Product Support Specialist, Lake Mary FL (April 2019 – Present)

Manage data flow for police and fire departments across the US. Use customer service skills to communicate with both our clients and their customers, delivering a quality experience for everyone. Create scripts and tools to automate workflows increasing productivity and reducing overtime. Provide feedback from internal and external sources to development for improvement. Co-partnered a project to setup and manager a training database to train new employees on and to test automation projects. Created documentation using photoshop to be used as mailing for jurisdiction.

### Brand and Event Manager, Orlando FL (2013-Present)

Create and sustain music brands through digital marketing and press releases. Oversee music events and concerts from start to finish including talent buying, media buying, event financing, and marketing strategies. Have facilitated over 200 concerts over the course of 5 years. Create digital content to reach our target audience and promote brands.

### Apple Inc. Ft. Lauderdale/Orlando FL (2010-2014)

#### **Specialist (2010-2012)**

Assisted customers on finding the right solutions that met their technological needs. Helping these customers excel in areas and creating the base of a long term relationship with the brand.

#### **Family Room Specialist (2012-2014)**

Completed two major day to day roles. Repairing devices such as iPhones and Macs at the Genius Bar (Apple's name for in-store technical support), repaired the relationship with frustrated customers to keep them as a promoter of the brand. Also taught one on one and group classes that were available to customers on a wide array of topics including apple products, social media, and professional creative applications.

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## Education

Bachelor in Interdisciplinary Studies, Business Minor (B.A.) University of Central Florida, 2017

Associate in Arts, (A.A.) Valencia College, Orlando FL, 2014

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