

JAMES RUPA

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"Leveraging Growing Technical Experience to Render Best-in-Class IT Support & Fulfill End-User Needs."

Innovative, self-driven IT enthusiast capable of delivering reliable IT support in dynamic, customer-centric environments. Analytical leader and team player harnessing adaptability to coordinate effectively with cross-functional teams on strategic operations and special projects. Equipped with the ability to direct IT training to sharpen individual and team competencies. Adept at transforming end-user needs into cutting-edge IT solutions and resolving issues of varying complexities. Native in English and Proficient in Polish.

AREAS OF KNOWLEDGE

Technical Support | Computer Programming | Design & Development (Web & Game) | Database Management | Networking | Cybersecurity | Repair & Troubleshooting | Technical Documentation | Customer Service | Leadership | People Management | Collaboration | Excellent Interpersonal Skills | Problem-Solving | Attention to Detail | Time Management | Organizational Skills

TECHNICAL SKILLS

Operating Systems: Windows, macOS, Linux, iOS, Android, ChromeOS; **Programming Languages:** HTML5, CSS3, JavaScript, Python, Java, C#, SQL, MySQL, GIT; **Other Tools & Applications:** Google Workspace, Microsoft 365/Microsoft Office Suite, Unity, VSCode

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Science (BS) in Computer Science, CUNY Brooklyn College | Brooklyn, NY **06/2023**

Relevant Coursework: Computer Networks, Information Security, Operating Systems, Database Systems, Design & Implementation of Web Applications, Data Structures, Analysis of Algorithms

CompTIA A+, CompTIA **In Progress**

RELEVANT SKILLS

Technical Proficiencies - Demonstrate the commendable ability to cater to unique needs and requirements and furnish outstanding IT support. Possess experience in PC setup/support, networking, cybersecurity, database management, and end-to-end development.

Leadership & Customer Service - Assess staff performance while prioritizing client experience and satisfaction to maximize retention.

PROFESSIONAL EXPERIENCE

Ralph's Ices ♦ Staten Island, NY

Store Manager (Part-Time) **03/2023 - Present**

- Oversee a 15-member team throughout the season, strictly enforcing health/safety regulations to foster a positive environment.
- Facilitate staff training to instruct individuals on customer service standards in terms of greeting, serving, and issue resolution.
- Create compelling advertisements of new toppings and flavors, notably increasing sales by 18% compared to the previous year.

Hempstead Harbour Club ♦ Glen Cove, NY

Head Launch Operator (Part-Time) **03/2021 - Present**

- Supervise a high-performing team of 18 launch operators and groundskeepers, guaranteeing a smooth operational workflow.
- Improve customer experience through exceptional customer service, accelerating member count by 7% over the past 2 years.
- Document vessel operations with utmost organization, which comprises passenger counts, trip logs, and maintenance reports.
- Monitor the overall condition of club facilities while swiftly attending to member inquiries and concerns to boost satisfaction.

OTHER RELEVANT WORK EXPERIENCE

Tutor (Freelance), Self-Employed | Queens, NY **08/2019 - 06/2022**

Administered individualized tutoring sessions with a primary focus on Python, diligently supporting students with varying skill levels and capacities; structured tailor-fit lesson plans and instructional materials to accommodate varied learner needs; patiently assisted in coding exercises, projects, and problem-solving activities, driving significant enhancements in students' technical and practical skills.

PROJECTS

Designer & Developer, Lost Haste | New York, NY **01/2023 - 05/2023**

Utilized Unity's scripting language and C# to develop an open-world survival craft Unity game, taking prime responsibility for the full life cycle implementation from inception to completion; established core game systems, including player controls, AI behaviors, and physics-based interactions, ensuring seamless execution; kept all project documentation up to date while actively partaking in weekly meetings with the project supervisor to streamline communications, as well as critical updates regarding the development process.