

# Joe F Castillo

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## EDUCATION

### **Bachelor of Science Degree in Information Technology**

Anticipating Graduation: December 2019

University of Central Florida – Orlando, FL - UCF GPA 3.45 – Cumulative GPA 3.1

## ACADEMIC ACHIEVEMENTS

Dean's List 2018 & 2019

## NOTABLE SKILLS

**IT:** Networks – Desktops – Mobile Devices – Printers – System Administration - Active Directory – PowerShell  
**Web Development:** HTML – CSS – JQUERY  
**Software applications:** Excel – Word – PowerPoint – Putty  
**Interpersonal:** Problem Solving – Project Management- Leadership  
**Language:** Fluent in English & Spanish

## PROJECTS:

**Project Management:** Participated in a project team with rotating managers to gain experience in the project management world, understanding stakeholders, risk analysis, planning weekly activities, and more.

**IT:** Performed tasks for computer systems, hardware, and software analysis.

**Network Lab:** Designed and implemented Computer Communication Networks, data communication networking technologies (TCP/IP, Ethernet, Gigabit Ethernet, ATM, Frame Relay), products (routers, switches, adapters, cabling).

**Web development:** Designed and develop websites for small companies applying web development principles, human-computer interaction principles, UI design, CSS, and JQUERY.

**User Interface Knowledge:** Analyzed user interfaces, researched usability guidelines, error tolerance, user control, and freedom.

**Programming Knowledge:** Basic Knowledge in programming through multiple languages, including C, Java, and HTML.

## EXPERIENCE

<b>Walmart Inc</b>	Fresh Associate	Dec.2014 – Jan.2018
<b>Sam's Club</b>	Fresh and electronics Associate	Feb.2018 – Current

- Listened to customer needs and preferences to provide accurate advice.
- Provided expert product and service information.
- Completed projects for increasing sales based on customer performance.

## INTERNSHIPS

AdventHealth – Help Desk tier 1- May 2018.

Active Directory, troubleshooting, tickets, printers, networks.