

# JORDAN GROSS

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## Objective

Information Technology student at UCF seeking a part-time position to develop practical skills and gain experience, with a strong interest in web development and user-centered technology solutions.

## Education

**University of Central Florida – Orlando, FL**

**Bachelor of Science in Information Technology**

*Expected Graduation: Fall 2025*

- Relevant Courses: Web-Based Information Tech., Concepts in Computer Science, Intro to Programming with C, Object-Oriented Programming, Foundations of Discrete Math, Database Concepts, Operating System Concepts, Managing IT Integration, Computer Science 1, Foundations of HCI.

**Broward College – Fort Lauderdale, FL**

**Associate in Arts Degree**

*Graduated May 2022*

- Highest Honors.

## Skills & Certifications

- **Programming Languages:** Python, C, Java
- **Operating Systems:** Windows 10, Windows 11
- **Software & Tools:** Microsoft Office Suite (Word, PowerPoint)
- **Others:** HTML, CSS, Customer Service, Troubleshooting, AI Tools
- Career Essentials in Generative AI by Microsoft and LinkedIn (2024)
- TestOut IT Fundamentals Pro Certification (2024)
- Microsoft Office Specialist: Word and PowerPoint (2019)
- Florida Bright Futures Academic Scholarship (2022-Present)

## Projects

**Personal Project – Personal Introduction: Jordan Gross**

<https://jordangross-it.github.io/portfolio/>

- Built a 4-page personal website using HTML and CSS with a fixed top navigation bar.
- Added a function contact form and embedded a PDF resume for easy access.
- Applied modern CSS techniques, including dark themes and interactive styling, to enhance user experience.

## Experience

**Customer Service Associate**

*Publix Supermarkets – April 2022 to May 2022*

- Troubleshot and resolved customer issues, showcasing problem-solving skills.
- Enhanced customer satisfaction through strong communication and teamwork.