JORDAN GROSS

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Objective

Motivated Information Technology student at the University of Central Florida, passionate about technology with hands-on programming experience. Seeking an internship or part-time position to apply and further develop technical skills in a professional IT environment.

Education

Bachelor of Science in Information Technology
Expected Graduation: Fall 2025
University of Central Florida – Orlando, FL

- Relevant Courses: 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

Associate in Arts Degree
Graduated May 2022
Broward College – Fort Lauderdale, FL

- Highest Honors

Skills & Certifications

- 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)
- **Programming Languages**: Python, C, Java
- **Operating Systems**: Windows 10, Windows 11
- **Software & Tools**: Microsoft Office Suite (Word, PowerPoint)
- **Others:** Customer Service, Troubleshooting, AI Tools

Academic Projects

Group Project – *ByteNest Blog*

- Designed and implemented the homepage and about pages for the ByteNest IT blog, focusing on content and UI structure.
- Collaborated with a team to ensure user-friendly design and functionality.

Experience

Customer Service Associate
Publix Supermarkets – April 2022 to May 2022

- Troubleshot and resolved customer issues, showcasing problem-solving skills.
- Maintained high accuracy and attention to detail in repetitive tasks.
- Enhanced customer satisfaction through strong communication and teamwork.