

Lance Faltinsky

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EDUCATION

Mercy College, Dobbs Ferry, New York
Programming Languages: Python, Java, C#, Lua

August 2022
Dean's List for 2 semesters

WORK EXPERIENCE

- Dispatcher, Kraft Kennedy, New York, NY** **06/2021 – Present**
- Answered client phone calls
 - Created, assigned, and categorized helpdesk tickets
 - Closely worked with engineers to schedule and manage work as well as tackle firm-related tech issues
- Tutor, Dobbs Ferry, NY** **11/2020 – Present**
- Worked one-on-one with a college student to illustrate and teach the basics of programming, specifically in Python
 - Illustrated data structures with real-world examples and through utilizing popular libraries and frameworks off PyPi
- Technical Support Agent – Audio Visual Technician, Mercy College, Dobbs Ferry, NY** **10/2019 – 06/2021**
- Assisted users and resolved problems both in-person and via email or phone call
 - Created, modified, and managed tickets within ServiceNOW
 - Diagnosed, repaired, monitored, and installed various educational technologies around campus

RELEVANT EXPERIENCE

- Summer Research Academy, Dobbs Ferry, NY** **5/2020 – 6/2020**
- With a team of four others, developed an accurate intrusion detection system in Python
 - We utilized the KDD Cup 1999 dataset as well as Numpy and SciKit-Learn to make predictions
- Senior Capstone Project, Dobbs Ferry, NY** **1/2022 – 5/2022**
- With a team of two others, developed a Django-based service to categorize a user's Spotify playlist based on provided criteria
 - We utilized the Spotify API, particularly the "song properties" that Spotify's ML model had generated
 - We used React for the frontend and managed the project via Git and GitHub
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PROJECTS

- Discord Bots** **2019 – Present**
- I create many bot applications on the Discord chat platform for fun and to aid in community moderation, using Discord.py
 - My biggest bot looks over more than seven thousand users and automatically enforces and aids in enforcing rules using a sentiment analysis machine learning model as well as regular expression patterns
 - Almost all of my bots communicate with a database, whether internally via SQLite, or elsewhere with PostgreSQL
- Videogame mods** **2019 – Present**
- I create mods/scripts for multiple videogames for the purpose of adding utility to the game, and also just for fun
 - My team and I manage a community of over three-thousand users and work together to respond to bug reports and suggestions
 - The mods are primarily programmed in Lua but often utilize an API to aid in interaction with the game
- Website development** **2021 – Present**
- I have created and managed multiple websites, utilizing a combination of different technologies to aid in the process
 - Both my current personal website, <https://lance.software>, and an anonymous message board I hosted for my website used Django, Unicorn, uWSGI, PostgreSQL, and Nginx to work, and were deployed on my Linux VPS
 - My personal site has since been simplified and now runs off GitHub pages

Technical Skills

Frameworks and Databases: Tkinter, Django, Flask, Bootstrap, MySQL, SQLite, PostgreSQL
Other technical skills: Git, Linux, Nginx, VPS/cloud deployment, REST, Adobe Dreamweaver, CloudFlare