

# VARLINC MERAN

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## TECHNICAL SKILLS

**Programming languages:** Javascript, Python, SQL, Semantic HTML, CSS

**Technologies:** Node JS, React, React Native, Express.js, SQL, NoSql (MongoDB, Firestore), AWS, Azure, Bootstrap, Git

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## EDUCATION | CERTIFICATIONS

**Software Engineering Bootcamp** - Boca Code

January 2023 - March 2023

**Bachelor's in Business Administration** - Management Information System - Florida Atlantic University

May 2018

**Certifications:** Microsoft Azure Administrator - **AZ-104** (2021) | Microsoft Azure Fundamentals - **AZ-900** (2020)

AWS Developer Associate (in progress)

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## PROJECTS

**Lineupwiz** - [Demo](#), [Repo](#)

- Created a full-stack web application using **React**, **Express**, and **Node.js** for simplifying soccer formation and player management, with a **NoSQL** database for data storage and retrieval.
- Implemented dynamic web components through an **Express** and **Node.js** API to allow users to create, and update player positions easily.

**TaskHero** - [Repo](#)

- Implemented dynamic components and performed full **CRUD** operations that communicate with a **NoSQL** database.
- Developed a full-stack **React Native** application that tracks Daily Tasks using **Express** and **Node APIs**.

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## PROFESSIONAL EXPERIENCE

**Anthology Inc. (Software Support Analyst)**

**Boca Raton, FL** - MAY 2019 - March 2022

- Successfully managed **8+** client accounts, while consistently ranking in the **top 5** for incident resolution.
- Troubleshoot errors and **data** issues, reproduced defects or enhancements for an enterprise **Azure**-based application.
- Used **Microsoft SQL Server** to trace errors, gather, update, and clean customer data.
- Worked with senior team, **product management**, and **cloud** engineering for application configuration.
- Managed customer support accounts for efficient **incident routing** and app upgrades and releases.

**Honorlock (Application Support Specialist - Exam Coordinator)**

**Boca Raton, FL** - APR 2018 – MAY 2019

- Demonstrated proficiency in managing high-priority live chats, emails, and phone calls resulting in successful resolution of customer issues.
- Contributed to the completion of critical tasks such as **data analysis**, bug reporting, **manual software testing**, and **information security** training programs in collaboration with management and engineering teams.
- Provided support to tier 1 agents in handling complex and sensitive proctoring tasks, resulting in the smooth delivery of proctoring services.

**Florida Atlantic University (Technical Assistant)**

**Boca Raton, FL** - JAN 2017 – APR 2018

- Led course migration to a **cloud-based** Learning Management System, providing immediate technical support.
- Provided technical support to faculty, team members, and managers, resolving computer access, password, printer and **software** issues.
- Worked on various projects assigned by management, including media coordination, video production and **data analytics**.

**Broward College (Information Technology Intern)**

**Coconut Creek, FL** AUG 2017 – DEC 2017

- Acted as the primary point of contact for customers seeking technical assistance through phone, chat, email, or in-person.
- Provided technical support to technicians by **installing**, **configuring**, moving, and troubleshooting various hardware and software issues.
- Proactively monitored the **Service Desk** ticket queue, efficiently resolving tickets and managing escalations.