

VARLINC MERAN

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TECHNICAL SKILLS

Programming languages: C#, Javascript, SQL, HTML, CSS

Technologies: .NET, Node JS, Razor Pages, React, Express.js, NoSql, Azure, Git, Bootstrap

EDUCATION - CERTIFICATIONS

Bachelor's in Management Information Systems - Florida Atlantic University - Boca Raton, FL

May 2018

Software Engineering Career Course - Boca Code - Boca Raton, FL

January 2023

Certifications: Microsoft Azure Administrator (**AZ-104**), Microsoft Azure Fundamentals (**AZ-900**)

PROFESSIONAL EXPERIENCE

Jr Programmer - Full Stack C# .NET Developer

DebtHelper.com - West Palm Beach, FL

June 2023 - Present

- **Designed, developed, and maintained** a custom full stack integration middleware solution from scratch.
- **Developed and maintained** backend systems using **C#, ASP.NET, Javascript** and **SQL**.
- Collaborated with staff and vendors to improve **web performance, SEO, and user experience**.
- Utilized **Visual Studio** and **Git** for version control to deliver high-quality software solutions

Software Developer Intern

Boca Code - Boca Raton, FL

March 2023 - June 2023

- **Develop** and **maintain** the school's software projects as part of a team of experienced developers.
- Write **clean, efficient, and maintainable** code using modern programming languages and frameworks such as **Typescript, REACT**, etc.
- Tutor students one-on-one and in groups in **coding concepts** such as **data structures, problem solving, design pattern**, etc.

Software Support Analyst

Anthology Inc./Blackboard - 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/enhancements for an enterprise **Azure**-based application.
- Traced errors, gathered, updated and cleaned customer data using **Microsoft SQL Server**.
- Worked with senior team, **product management**, and **cloud** engineering for application configuration.
- Managed customer support accounts for efficient **incident routing** and application upgrades and releases.

Application Support Specialist - Exam Coordinator

Honorlock Proctoring - Boca Raton, FL

April 2018 – May 2019

- Handled 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.

Technical Assistant

Florida Atlantic University - Boca Raton, FL

January 2017 – April 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**.

Information Technology Intern

Broward College - Coconut Creek, FL

August 2017 – December 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.
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