Raphael Hicaro

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EDUCATION

Endicott College   Beverly, MA
Bachelor of Computer Science   May 2024

EXPERIENCE

National Grand Bank   Marblehead, MA

IT Intern   June 2024 - Present

- Provide technical assistance to coworkers with hardware and software issues
- Follow IT procedures and supervisor guidance to update and manage network equipment
- Learn to configure and manage firewalls, GPOs, and email security practices
- Understand and maintain software used by the organization, including security software
- Provide support for common software like Adobe and Chrome

US Department of Justice in association with Endicott College   Beverly, MA

Grant Researcher   July 2023 - August 2023

- Worked collaboratively with another researcher, and supervisor to create a syllabus, notes, slides, and slide narratives for two advanced cyber security courses.
- Aiding faculty members that agreed to research under this grant to develop relevant advanced courses to be taught at a higher education.

Danvers Public Schools   Danvers, MA

IT Intern   January 2023 - February 2023

- Communicate with students and teachers addressing technical issues and provide timely solutions.
- Assisted an average of 10 users per day with various technology-related inquiries, ensuring each interaction was courteous and informative.
- Resolved software and hardware issues promptly, maintaining a high level of user satisfaction and positive feedback.

SKILLS, RELEVANT COURSES

Skills: Python, HTML, CSS, Lua, Java, MySQL, JavaScript, React, PHP, Express, Website development, Software development, Database management, GitHub, Algorithms, Programming, Software Design, UI Design, Data Structures, Customer Service and Satisfaction, Troubleshooting technology, Zendesk, AGILE programming, Active Directory, Help Desk Support, Cyber Security, EndPoint Protection, Cisco Meraki

Relevant Courses: Website Development, Network Fundamentals, Computer Architecture, Visual Programming I, Programming for Games and Interactive Technologies, Visual Programming II, Discrete Structures, Algorithms and Designs, Introduction into Applied Robotics, Cyber Threats & Security, Software Engineering, Web Prog PHP, MySQL Management, Data Structures, and Operating Systems