

Raphael Hicaro

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EDUCATION

Endicott College

Bachelor of Computer Science

Beverly, MA

September 2020 - May 2024

EXPERIENCE

National Grand Bank

IT Intern

Marblehead, MA

June 2024 - August 2024

- Provided technical assistance to coworkers with hardware and software issues
- Followed IT procedures and supervisor guidance to manage network equipment and software
- Configured and managed devices through vendor interfaces
- Practiced and enforced common email security practices
- Coordinated a company wide change to the newest version of Adobe increasing productivity by 5%

US Department of Justice in association with Endicott College

Grant Researcher

Beverly, MA

July 2023 - August 2023

- Collaborated with another student researcher and supervisor to develop a syllabus, notes, slides, and slide narratives for two advanced cyber security courses
- Assisted faculty in creating courses focused on topics such as ethical hacking, network security, and cryptography for higher education

Danvers Public Schools

IT Intern

Danvers, MA

January 2023 - February 2023

- Communicated with students and teachers addressing technical issues and provided timely solutions
- Assisted an average of 5 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
- Installed and managed educational devices, including Chromebooks, projectors, and smartboards

SKILLS

Programming Languages:

Python, Java, JavaScript, HTML, CSS, Lua, MySQL, PHP

Frameworks & Technologies: React, Express, GitHub, Agile, Website Development, Software Development, Software Engineering

Database Management: MySQL, Database Management, Data Structures, Algorithms

Tools & Software: Zendesk, Active Directory, Microsoft End-Point Protection, Cisco Meraki, SOPHOS, Trello, PagerDuty, IBM, Adobe

Cybersecurity & IT Support: Cybersecurity, Help Desk Support, Troubleshooting Technology, Vendor Communications and Relationships

Other Skills: Software Design, UI Design, Customer Service & Satisfaction

PROJECTS

Weathermon

Visual Programming II Project

January 2023 - May 2023

- Developed a Pokémon-themed weather application in Java, integrating three APIs for real-time weather updates
- Leveraged openweather 5-day forecast, geolocator, and Pokémon APIs to enhance functionality
- Streamlined UI with Factory design pattern, improving scalability and reducing code duplication

FitNet

Capstone Project

September 2023 - May 2024

- Built a fitness social networking platform using React, Express, and MySQL, facilitating connections between trainers and clients for workout planning and communication
- Applied component replication techniques to static sections of the site, optimizing page rendering and consistency across the platform
- Demonstrated skills in full-stack development, user authentication, and data management, creating a robust and user-friendly fitness solution