Raphael Hicaro

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EDUCATION

Endicott College
Bachelor of Computer Science

Beverly, MA
May 2024

EXPERIENCE

US Department of Justice in association with Endicott College

Grant Researcher

Beverly, MA

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

IT Intern

Danvers, MA

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.

National Grand Bank

IT Intern

Marblehead, MA

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

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

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