

CHRISTOPHER POLANCO

Orlando, FL · polvnco@pm.me · (210) 478-1854 · polvnco-homepage.vercel.app

EDUCATION

University of Central Florida

BS Information Technology

Orlando, FL

Aug 2018 - Dec 2021

Florida International University

AA Information Technology

Miami, FL

Jun 2016 - May 2018

WORK EXPERIENCE

Tompkins Robotics

Systems Engineer

Orlando, FL

Apr 2022 - Present

- Provided customer service and support to our clients through our Helpdesk software regarding software implementation, performance, and administration.
- Supported Go Live Operations by troubleshooting customer reported issues. This requires onsite evaluation of the symptoms, both via reviewing of log files and witnessing problems firsthand at the site.
- Developed an understanding of our customer processes and standard operating procedures to configure our systems to their needs.

City of Lake Mary

Helpdesk Technician

Lake Mary, FL

Aug 2021 - Apr 2022

- Responsible for the setup, installation, and maintenance of various computer hardware and software systems by regularly scheduling service.
- Troubleshot end user computer problems by probing and analyzing the root cause and providing the right solutions.
- Operated various computer systems such as Cisco Communication Manager and Active Directory to our established procedures.
- Developed a knowledge base with Wiki.js within two months that improved the productivity and effectiveness of our IT resources while implementing two-factor authentication methods.

Concentrix

Call Center Helpdesk

Lake Mary, FL

Aug 2020 - Apr 2021

- Responsible for great customer service and support in a variety of iOS and Mac devices.
- Provided the best resources and solutions within an appropriate time and advised customers as well as teaching them the processes of the solution.
- Ensured privacy and security for our clients while multitasking with troubleshooting procedures.
- Consistently held a 90+ percentage within satisfaction surveys completed by our clients regarding efficiency and performance to their solutions.

SKILLS

Programming Languages and Tools: C, HTML, CSS, JavaScript, Java, Jira, NextJS, GitHub, Markdown
Computer and Operating Systems: Windows, Linux, macOS, iOS, Meraki, Android

PROJECTS

Website Development *WordPress, HTML, CSS, JavaScript, cPanel, PHP, GoDaddy*

<https://vineproimports.com/>

Developed and deployed a website for a distribution and importing wine business. Understood general fundamentals of HTML, CSS, and JS of the website's structure and theme. Created a web design based on a WordPress platform that contains multiple extensions and addons that aided in the site's performance and productivity.

Inventory Application *Java, JavaFX, Gradle, IntelliJ, TestFX, GitHub, PlantUML*

<https://polvnco-homepage.vercel.app/works/inventory>

An inventory app made with Java and JavaFX. The app allows users to export the inventory tables in TSV and HTML readable formats.

AWARDS

Dean's List

Earned a 3.50 GPA with 12 or more credits in a semester

University of Central Florida
Summer 2020, Fall 2020, Fall 2021