VARLINCE MERAN

(954) 708-4336 **|** varlincemeran@gmail.com **|**github.com/mvarlince **|** linkedin.com/in/varlince
|varlince-portfolio.web.app

TECHNICAL SKILLS

Programming languages: Javascript, Typescript, Python, SQL, Semantic HTML, CSS

Technologies: Node JS, React, React Native, Express.js, MSSQL, MySQL, NoSql (MongoDB, Firestore), AWS, Azure, Git

EDUCATION | CERTIFICATIONS

Software Engineering Bootcamp - Boca Code   January 2023 - March 2023

Bachelor's in Business Administration - Management Information System - Florida Atlantic University   May 2018

Certifications: Microsoft Azure Administrator - **AZ-104** (2021) **|** Microsoft Azure Fundamentals - **AZ-900** (2020)

PROJECTS

TaskHero - Repo
• Implemented dynamic web **React** components and performed full **CRUD** operations that communicate with a **NoSQL** database.
• Developed a full-stack **React Native** application that tracks Daily Tasks using **Express** and **Node APIs**.

Valentine Mood - Repo
• Implemented full **CRUD** operations and communication with a **NoSQL** database, while also designing and implementing dynamic web **React** components to enhance user experience.
• Developed a **React Native** application that generates Valentine's Day-themed song lyrics using **Express** and **Node APIs**.

PROFESSIONAL EXPERIENCE

Anthology Inc. (Software Support Analyst)   **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 or enhancements for an enterprise **Azure**-based application.
• Used **Microsoft SQL Server** to trace errors, gather, update, and clean customer data.
• Worked with senior team, **product management**, and **cloud** engineering for application configuration.
• Managed customer support accounts for efficient **incident routing** and app upgrades and releases.

Honorlock (Application Support Specialist - Exam Coordinator)   **Boca Raton, FL -** APR 2018 – MAY 2019
• Demonstrated proficiency in managing 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.

Florida Atlantic University (Technical Assistant)   **Boca Raton, FL -** JAN 2017 – APR 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**.

Broward College (Information Technology Intern)   **Coconut Creek, FL** AUG 2017 – DEC 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.