

RICARDO HARRIS

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<https://riconosuave.github.io/>

I am an innovative, detail-oriented software developer with experience in UX design using C++, C#, Rust, and Java, as well as web application development utilizing both MERN and MEAN stacks. I am especially interested in a software development position, and I believe that my skillset can be used to enhance your business.

LANGUAGES AND FRAMEWORKS

- C++
- C#
- Rust
- Java
- JavaScript
- React.js
- AngularJS
- Node.js/Express.js
- MongoDB
- MySQL

For a fuller list of languages and frameworks, please check out my portfolio at <https://riconosuave.github.io/>

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE, MINOR IN MATHEMATICS

Charleston Southern University

DEC 2023

3.74 GPA - Cum Laude

- ETS Computer Science Major Field Test - 97th Percentile
- Relevant Experience: Computer Algorithms & System Analysis and Software Design

ASSOCIATE OF SCIENCE IN NETWORK SYSTEMS MANAGEMENT

Trident Technical College

AUG 2021

4.0 GPA - Summa Cum Laude

- Phi Theta Kappa Honors Society Member
 - Relevant Experience: Cisco Systems & Amazon Web Services
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EXPERIENCE

TIER I INFORMATION TECHNOLOGY SPECIALIST

Trident Technical College | North Charleston, SC

AUG 2021 - NOV 2021

- Provided IT support services across 5 campuses for both staff and students.
- Processed tickets remotely or in person, demonstrating versatility in issue resolution.
- Managed ticket escalation, ensuring timely and effective resolutions.
- Successfully reduced the IT ticket backlog queue from 381 tickets to 5 during tenure.
- Streamlined operations, resolving a 4-month backlog to a single week.