JAMES J. RUPA

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Innovative, self-driven IT specialist capable of delivering reliable IT support in dynamic, customer-centric environments. Analytical leader and team player harnessing adaptability to coordinate effectively with cross-functional teams on strategic operations and special projects. Equipped with the ability to direct IT training to sharpen individual and team competencies. Adept at transforming end-user needs into cutting-edge IT solutions and resolving issues of varying complexities.

WORK EXPERIENCE

Programmer and Support Technician, Studio 9 New York, Inc., Glen Cove, NY
May 2021 - Present

- Develop, flowchart, program, implement, and support custom software for clients to be integrated into custom websites. Projects included e-commerce solutions, appointment scheduling solutions, and membership directories.
- Create Gantt charts, track project status, timelines, and deadlines
- Networking setup and support for clients
- Customer service technician for websites, network troubleshooting, and support for clients

Designer and Developer, Lost Haste, New York, NY   *Jan 2023 - May 2023*

- Developed an open world survival craft Unity game from concept to completion, showcasing expertise in game design and programming using Unity's scripting language, C#.
- Implemented core game systems, including player controls, AI behaviors, and physics-based interactions
- Developed and maintained documentation and participated in regular weekly meetings with project supervisor ensuring clear communication and a streamlined development process

Freelance Tutor, Computer Science, Queens, NY   *Aug 2019 - June 2022*

- Provided individualized tutoring sessions to students of varying skill levels, focusing primarily on Python
- Developed tailored lesson plans and instructional materials to meet the unique learning needs of each student
- Guided students through coding exercises, projects, and problem-solving tasks to enhance their practical skills

Head Launch Operator & Sailing Instructor, Hempstead Harbour Club, Glen Cove, NY
Mar 2021 - Oct 2023

- Managed a team of 18 launch operators and groundskeepers, ensuring efficient day-to-day operations with a high level of member satisfaction by addressing any concerns promptly
- Operated vessels in compliance with Coast Guard regulations, ensuring the safety of passengers, crew, and cargo
- Maintained accurate records of vessel operations, including passenger counts, trip logs, and maintenance reports
- Instructed 8 - 15 year old students, with responsibility for their safety on the water

Store Manager, Ralph's Ices, Staten Island, NY   *Mar 2023 - Oct 2023*

- Supervised 15 employees, creating a positive work environment and enforcing health and safety regulations
- Ensured exceptional customer service by training staff in greeting, serving, and resolving customer issues
- Created and maintained sales reports, employee schedules, and other essential documentation
- Maintained accurate inventory levels, optimizing stock to prevent shortages and minimize waste

EDUCATION

CUNY Brooklyn College, Brooklyn, NY - Bachelor of Science in Computer Science
June 2023

Relevant Coursework:

- Computer Networks, Information Security, Operating Systems, Database Systems
- Design & Implementation of Web Apps, Data Structures, Analysis of Algorithms

SKILLS

Software:
HTML5, CSS3, JavaScript, Python, Java, C#, SQL, GIT

Tools:
Google Workspace, Microsoft Office Suite, Unity, VSCode, MySQL

Certificates:
CompTIA A+ (in progress)

Platforms:
Windows, macOS, Android, iOS, ChromeOS, Linux

Languages:
English (Native), Polish (Proficient)

AWARDS

Eagle Scout w/ Silver Palms