Micah Puccio-Ball

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Non-Work Experience

- Developed personal projects in Java such as job automation, basic 2D game, and a Discord Bot.
  - Utilized an SQL database to maintain user information
  - Programmed Discord Bot to increase community interaction
    - Added text-based games
    - Integrated audio playback to be used in voice channels
- Participated in Advent of Code programming challenges
  - Succeeded within 24 hours for 8 of the first 9 days
  - Day 1 completed by 230k participants – Day 9 completed by 75k

- Designed and created Proof of Concept for a new mobile application
  - Collaborated with a team to navigate the design process, focusing on a new app aimed at assisting UCF students.
  - Conducted market research on existing apps, pinpointing user issues for improvement
  - Kept records tracking group member contributions
  - Created a script and composed original music for a compelling demonstration video

Work Experience

November 2019 – Current, Part-Time
Data Entry Specialist - Rare Patient Voice, Remote

- Developed a desktop application for automation
  - Increased profile validation/processing speed by 2x
  - Organized large CSV into a simple GUI
  - Reverse-engineered API
- Analyzed and Validated user profiles
  - Demonstrated proficiency in Microsoft Excel
  - Filtered through data to retain only essential information
  - Processed hundreds of profiles weekly
- Effectively navigated web-based databases
  - Conducted searches, edited entries, and verified user profile integrity
  - Diligently ensured data accuracy and prevented duplicate profiles / fraudulent profiles

June 2023 – August 2023 Part-Time
Intern - Convergint Technologies LLC, Lake Mary, FL

- Configured servers for integration with security cameras
  - Worked with Windows Server 2012
  - Tailored server setups to meet customer requirements
  - Diagnosed VLAN and subnetting issues
- Assisted in taking inventory of warehouse
- Monitored work orders/contracts

March 2020 – Current – Freelance, Part-Time
A/V Engineer – Various locations: St. Stephen Catholic Church, Banfield Funeral Home, Knights Out Pub

- Hosted Professional Live Streams
  - Grew the YouTube channel from less than one hundred subscribers to over 1.5k
  - Regularly sustained streams presented to 1k concurrent viewers
  - Authored instruction manual
  - Assembled components for a high-quality computer, enhancing production value
  - Provided training to volunteers on equipment usage
- Adept with Ableton Live, Open Broadcast Software (OBS) and other Live Production tools
  - Provided live music mixing for groups of 100+ people
  - Fulfilled role of both audio engineer and streaming director
  - Composed musical pieces to enhance viewing experience

January 2019 – October 2019 - Part-Time
Front of House Team Member - Chick-fil-A, Orlando, FL

- Provided excellent customer service
  - Accurately recorded hundreds of customer orders weekly
  - Maintained a tidy work environment to uphold quality standard
  - Demonstrated versatility by seamlessly handling multiple tasks, including tending to the register, managing the drive-thru, bagging orders, and cleaning the restaurant

Education

Bachelor of Science - Information Technology
University of Central Florida, Orlando, FL – Expected Spring 2024
GPA: 3.621
Associate of Arts - August 2022
University of Central Florida, Orlando, FL

- Certifications
  - Certified IT Fundamentals Pro (TestOut Corporation)
  - CompTIA A+ (In Progress, 1101 completed) Expected Mar 2024

- Awards
  - Dean's List – 5 Times, President's Honor Roll – 1 Time
- Scripting/Languages
  - Java (Proficient)
  - C/C++ (Entry Level)
  - MySQL (Entry Level)
  - HTML (Entry Level)
  - CSS (Entry Level)
  - PHP (Entry Level
  - Windows Command Line / Linux Terminal

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