

JOSEF GUIANG

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EDUCATION

Master of Science in Information Technology

Florida State University
5/2026

Bachelor of Applied Science in Information Technology

Broward College 5/2024
Major GPA: 3.84
President's List, Dean's List

TECHNICAL SKILLS

HTML, CSS, JavaScript,
PHP, MySQL, Python, C#,
XML
jQuery, React, Node.js,
Bootstrap, Tailwind,
WordPress, ASP.NET
Windows, Linux, Mac OS

ADDITIONAL SKILLS

Adobe Creative Suite
Managerial Expertise
Microsoft Office,
Attention to Detail,
Customer Service,
Collaborative
Experience, Problem
Solver

PROJECTS

Broward College 2022-Present

Web Design & Development

Used a culmination of different languages and database theory to build aesthetic sites from the ground up, within the confines of a learning environment.

Programing & Frameworks

Utilized a combination of CSS frameworks, scripting libraries, and programming languages to efficiently produce sites for a mockup client.

Project Management

Accessed business and project management theories to facilitate the planning and completion of a project within a given timeframe.

PROFESSIONAL EXPERIENCE

Author

Amazon Remote, USA 2023-Present
Write novels and short stories through the Kindle and Kindle Vella self-publishing platform under a pseudonym.
Publish, edit, and maintain my books on a self-directed schedule.

Customer Service Representative

Slingshot Tech Remote, USA 2021-2022
Utilized active listening and problem-solving skills to resolve customer issues and ensure their satisfaction.
Documented customer interactions and maintained accurate and detailed records in CRM system.

Bakery Clerk

Publix Supermarkets, Weston, FL 2018-2021
Assisted in the merchandising of the bakery department.
Maintained a clean and presentable department by meeting expected code guidelines.
Spoke to hundreds of customers daily with optimal customer service skills.

PROFESSIONAL EXPERIENCE (CONTINUED)

Bakery Assistant Manager

King Soopers Supermarkets, Fort Collins, CO 2017-2018

- Led bakery team operations, showcasing leadership and problem-solving capabilities.
- Scheduled staff efficiently by analyzing availability, sales, and traffic data, demonstrating strong organizational skills.
- Enhanced sales through strategic cross-departmental collaboration, emphasizing teamwork and communication.
- Contributed to management meetings with a focus on departmental and storewide improvement.

Grocery Clerk

King Soopers Supermarkets, Fort Collins, CO 2016-2017

- Replenished the depleted merchandise in between customers and during closing hours.
- Processed shipment involving heavy lifting, using ladders, knowledge of the store layout, and knowledge of the backroom layout.
- Spoke to hundreds of customers daily with optimal customer service skills.

Grocery Bagger

Peterson Air Force Base Commissary, Colorado Springs, CO 2012-2016

- Spoke to hundreds of customers daily with optimal customer service skills.
- Replenished the depleted merchandise in between customers and during closing hours.
- Assisted customers by offering to carry their merchandise to their cars.
- Bagged groceries for customers.

Courtesy Clerk

Walmart, Colorado Springs, CO 2011-2012

- Spoke to hundreds of customers daily with optimal customer service skills.
- Assisted customers by offering to carry their merchandise to their cars.
- Aided with loss prevention by reporting and retrieving stolen merchandise.
- Maintained the parking lot by ensuring all grocery carts were in their designated location.

EDUCATION (CONTINUED)

Information Technology Support Specialist Certificate

Broward College 2023

Associate in Science in Film Production

Broward College 2022

Associate in Arts

Broward College 2022

Motion Picture Post Production Technical Certificate

Broward College 2022

Motion Picture Production Technical Certificate

Broward College 2022

Film Production Fundamentals Technical Certificate

Broward College 2022

Motion Picture Production Management Technical Certificate

Broward College 2022