

Joaquin Segares

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Education Rollins College

Winter Park, FL

Major in Computer Science
Major in Business Management

August 2023 – (Expected May 2027)

Current GPA: 3.0

Professional Experience

Rollins College

Winter Park, Florida

IT Student Help Desk Worker

October 2024– Present

- Resolved complex hardware and software issues, delivering timely solutions to minimize downtime and improve operational efficiency
- Delivered technical support to staff, addressing inquiries and providing guidance to enhance productivity and system usability
- Documented and tracked support requests through ticketing systems, maintaining detailed records to streamline issue resolution

Caribe Hospitality

San Jose, Costa Rica

IT Intern

June – August 2024

- Collaborated with team members to redesign and improve the staff website
- Provided effective troubleshooting for technical issues, assisting staff in resolving a wide range of hardware and software challenges
- Installed and configured monitors, speakers, and other technical equipment

Leadership Experience

Rollins College

Winter Park, Florida

IT Student Help Desk Worker

October 2024 - Present

- Led incident escalation processes and performed root cause analyses to identify and implement long-term solutions for recurring problems.
- Trained and guided new hires on help desk procedures, fostering a collaborative environment, and ensuring a smooth transition into their roles.

Blue Valley School

San Jose, Costa Rica

Assistant Coach for the Varsity Soccer Team

January 2023 – June 2023

- Coordinated and organized off-campus trips to partner schools, managing logistics and schedules.
- Developed and implemented structured training sessions, ensuring optimal resource allocation.
- Served as acting head coach on multiple occasions, providing leadership and strategic direction to the team.

Skills & Abilities

Programming Languages: Python, Java, HTML, C, Assembly Language, R

Software and Tools: Microsoft Teams, Excel, R Studio, GitHub, VSC, Qualtrics, Framer

Languages: English (Native Like Proficiency), Spanish (Native Speaker)

