

Vinicios Cunha

774-287-2159 | vinicioscunha1@gmail.com | [linkedin.com/in/vinicunha/](https://www.linkedin.com/in/vinicunha/) | vinicunha.xyz

EDUCATION

Wentworth Institute of Technology

Boston, MA

Bachelor of Science in Computer Science

Aug. 2019 – Aug 2023

- Related Courses: Data Structures, Computer Science I/ II, Databases, Computer Organization, Algorithms, Network Programming, Operating Systems, Programming Languages, Big Data Programming, Parallel Computing, Software Engineering, Impact of AI, Routing and Switching, Advanced Routing and Switching, Wireless Networks

EXPERIENCE

Collaboration Engineer - Tier II

Aug 2022 – Dec 2022 (Co-Op), Sep 2023 – Present (Full-Time)

Wayfair LLC

Boston, MA

- Oversee maintenance and troubleshooting for 400+ global meeting/conference rooms, enhancing operational efficiency
- Implement and support video conferencing systems, including Video Bars, Microphones, and Crestron Units, improving meeting productivity.
- Manage licenses for Google, Zoom, and Logitech, ensuring compliance and cost-effectiveness
- Innovate low-cost solutions for department advancement and lead conference space design projects, optimizing collaborative spaces.
- Provide AV support for major C-level events, ensuring seamless execution of company-wide meetings and events

Technical Support Specialist

Jan 2022 – April 2022

Harvard University

Cambridge, MA

- Managed the full lifecycle of support tickets, including creation, escalation, and resolution.
- Delivered comprehensive technical support to both students and staff, addressing a wide array of technology issues
- Enhanced IT service delivery by implementing feedback mechanisms and continuous improvement processes.

Technical Support Specialist

Aug 2021 – Sep 2023

Wentworth Institute of Technology

Boston, MA

- Delivered on-site and remote technical support to Harvard's students and staff, resolving a broad range of software/hardware issues efficiently.
- Achieved department SLA compliance through effective scheduling and prompt problem resolution

PROJECTS

PopASquat | *Java, XML, Google API*

Jan 2023 - April 2023

- Developed the PopASquat Android app, enabling real-time GPS-based restroom location using Google Maps API.
- Enhanced user navigation and experience by integrating location-based services with Java and XML for UI/UX designs.
- Collaborated in a team to integrate backend and front-end systems, ensuring a scalable and robust app architecture.
- Performed extensive testing and debugging, maintaining 99% uptime and securing positive user feedback.

Hops | *React Native, JavaScript, Node.js*

In Progress

- Currently designing and developing the *Hops* app, a mobile platform for street vendors, using React Native and JavaScript.
- Implementing geolocation features and real-time updates to enhance user engagement and market reach for vendor locations and product availability.
- Solely designing the UX/UI, aiming to create a seamless and intuitive app interface that is expected to boost user retention rates upon launch.

TECHNICAL SKILLS

Programming Languages: : Java, JavaFX, MATLAB, Python, C, SQL, HTML/CSS, F#

Software: Operating Systems (Windows, Linux), Microsoft (Excel, Office, Word), Eclipse, PyCharm, ServiceNow, Spark, Android Studio

Certifications: Certified in Cybersecurity (CC) by ISC2

Languages: English (fluent), Brazilian Portuguese (fluent), Spanish (moderate)