LANCE FALTINSKY

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EDUCATION

Mercy College, Dobbs Ferry, NY   2022
B.S. of Computer Science

PROFESSIONAL EXPERIENCE

Kraft Kennedy, New York, NY   2021 – Present
Dispatcher
- Answered client phone calls and queries, documenting user issues into new tickets
- Assigned, triaged, and managed the flow of support tickets within ConnectWise Manage
- Closely worked with engineers to schedule and manage work throughout the day
- Provided guidance and training to engineers on Dispatch/ticket-related topics
- Coordinated with the afternoon shift to implement and formalize procedures used by the day shift

Mercy College, NY   2019 – 2021
Technical Support Agent - Audio Visual Technician
- Assisted users and resolved problems both in-person and via email or phone call
- Created, modified, and managed tickets within ServiceNow
- Performed daily "walk-throughs" of rooms across campus to ensure the technology was properly functioning
- Diagnosed, repaired, monitored, and installed various educational technologies around campus

Dobbs Ferry, NY   2020 – 2021
Python Tutor
- Worked one-on-one with a college student to illustrate and teach the basics of Python
- Illustrated data structures with real-world examples and through utilizing popular libraries off PyPi

PERSONAL PROJECTS

[Airport Watch](#)
- A Python tool for notifying of departing and arriving flights from airports
- Sends notifications to mobile devices to alert of any flights, making plane-watching easy
- Utilizes the [FlightAware API](#) for flight data and [Pushover](#) for notifications across devices

[Thermomate](#)
- A program written in Python to control Wyze thermostats
- Uses Tkinter for a user interface, and the Python [Wyze SDK library](#)

[Lance.software](#)
- Personal/porftolio site
- Previously hosted using Django, Gunicorn, uWSGI, PostgreSQL, and Nginx on a Linux VPS
- Now runs off Github Page

SKILLS & OTHER

Skills: Python, Java, Lua, HTML, CSS, SQL, Git, ServiceNow, ConnectWise, Windows, Linux, Microsoft Office