Andrew DiGeronimo

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Summary

As a passionate professional in the field of Computer Science, I bring a strong academic foundation from Fairleigh Dickinson University combined with valuable work experience in handling demanding projects. Accustomed to high-intensity situations, I maintain composure and professionalism, demonstrating unwavering diligence and commitment to delivering tasks on schedule without compromising quality. Equipped with a keen problem-solving aptitude and a proactive mindset, I am ready to make a significant impact in a wide range of technical environments.

Education

Fairleigh Dickinson University, Teaneck-Hackensack Campus   Teaneck, New Jersey

Bachelor's Degree, Computer Science   May 2022
Master's Degree, Computer Science   May 2023

Employment History

Apple, Inc.   September 2021 – Present

Technical Specialist
East Rutherford, New Jersey   April 2023 – Present
- Deliver top-notch technical support to customers, leveraging expertise in Apple products and services to resolve a wide range of hardware and software issues efficiently.
- Demonstrate exceptional problem-solving skills by diagnosing and troubleshooting complex technical issues, resulting in increased customer satisfaction and loyalty.
- Collaborate with cross-functional teams, including sales specialists and Genius Bar technicians, to ensure a seamless and holistic customer experience.
- Manage customer appointments and walk-ins efficiently, ensuring timely service and effective prioritization of tasks in a fast-paced retail setting.

Specialist
East Rutherford, New Jersey   December 2022 – April 2023
Paramus, New Jersey   September 2021 – December 2022
- Warmly greeted and engaged customers, promptly addressing their inquiries and requirements to ensure a seamless and positive experience.
- Delivered personalized solutions for both individual customers and businesses, aligning with their unique needs and preferences.
- Provided comprehensive expertise in product features and software capabilities, allowing for well-informed guidance and support.
- Conducted interactive product demonstrations, highlighting key features and addressing customer inquiries, resulting in a deeper understanding of product offerings and driving informed purchasing decisions.

Skills

- Programming Languages: Java, C++, Python, HTML/CSS
- Analytical Abilities: Strong problem-solving skills, adept at finding effective solutions to complex issues
- Interpersonal Skills: Excellent communication abilities, capable of conveying complex technical concepts clearly
- Collaborative Skills: Proven ability to work effectively within diverse teams, fostering a cooperative and productive work environment