Ian Gonzalez

Student at Idaho State University | Computer Science and Software Engineering

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**Work Experience**

**Information Technology Service Desk Representative**

Idaho State University Work Study Sept 2022 – Jan 2025

* Resolved technical issues related to university accounts, software, and access permissions through in -person and remote support, emphasizing problem-solving and technical communication
* Leveraged IT ticketing systems to sort, document, and resolve support cases efficiently
* Diagnosed and troubleshot hardware/software issues in campus labs focused on conducting on-site maintenance to ensure system reliability
* Gained exposure to enterprise systems and scripting tools used for account management and system diagnostics

**Education**

**Idaho State University**

Bachelor of Science in Computer Science and Software Engineering Fall 2021 – Spring 2026

**Project**

**COORDS – GPS Coordinate Saver** Spring 2025

Class Project | Android App Development

* Developed a mobile application designed to allow users to save and store global locations using real-time GPS coordinates
* Implemented core features: current location tracking and offline access to saved points of interest using google fusedLocationClient ensuring accurate tracking
* Enabled team collaboration by allowing task sharing and assignments, boosting team productivity by 20%
* Built using: Android Studio, Google Maps API, device GPS, magnetometer, Room Database (for local storage)

**Project Redux – Rubik’s Cube** Summer 2023 – Spring 2025

Summer Project | Undergraduate Research

* Conducted Literature Review on key features of crowdsourcing platforms applied to computational problem-solving
* Explored Rubik’s Cube as a case study in NP-completeness: analyzed the inefficiency of brute-force approaches and reviewed alternatives such as Kociemba’s algorithm
* Synthesized research into a comprehensive report and presented findings at Gabriel E. Gallardo research conference in Seattle Washington at Washington State University

**Skills**

* Languages: C/C++, Python, Java, Kotlin, C#, SQL
* Software & Tools: Android Studio, Git & Github, Firebase, LaTeX
* Soft Skills: Technical Troubleshooting, Verbal and written Communication, Team Collaboration, User-focused, Technical Writing, Comparison & Complexity Analysis, Problem Solving