College Station, TX 77840

ERIC GONZALEZ

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www.github.com/Eric-Gonzalez-Portfolio

PROFESSIONAL SUMMARY

Software developer seeking new challenges in the field. Prior experience doing both development and software testing, with a passion for learning and desire to expand my skills. Detail-oriented and friendly; I'm comfortable collaborating with others or working individually, either in person or remotely.

SOFTWARE PROJECTS

Personal Website: *ericgonzalez.herokuapp.com* (For additional projects; website made with Django)

SnapShotz *(snapshotz.herokuapp.com)*
- Social media site for making public posts in the form of small 'cards'
- Developed using the MERN stack (MongoDB, Express, React and Node.js)
- Deployed using Heroku, Netlify and MongoDB Atlas

Lunch Rush! *(egoftcp.itch.io/lunch-rush-game)*
- Multiplayer racing game created for the Texas A&M Chillennium Game Jam competition
- Project recognized with award for Special Recognition in Programming
- Developed in 48 hours using C# in the Unity game engine

URL Shortener *(eg-urlshortener.herokuapp.com)*
- Web app made for shortening cumbersome website URLs
- Created with Django and jQuery; deployed using Heroku

Project Ignis
- College senior capstone project designed as educational software for training firefighters
- Programmed navigation for example scenario and assisted with scenario editor
- Made using C++ in Unreal Engine

EMPLOYMENT

Helpdesk Representative   **Ease Learning**   **February 2021 – Present**
- Assisted users with technical issues on various learning management systems
- Provided exceptional customer service via phone, chat and email in a fast-paced environment

Associate Quality Assurance Engineer   **K2Share**   **January 2020 – December 2020**
- Used Selenium Python to write and update automation scripts for website testing
- Experience using tools such as Atlassian Confluence, JIRA, Microsoft Teams and GIT

IT Customer Support Specialist   **K2Share**   **July 2018 – January 2020**
- Troubleshot technical issues for users via phone, email, and online chat
- Supported multiple websites and software products, including government systems

EDUCATION

College Station, TX   **Texas A&M University**   **Fall 2014 – December 2017**
- Bachelor of Science in Computer Science, December 2017 - GPA: 3.4
- Undergraduate Coursework: Databases; Algorithms; Programming Languages; Computer-User Interaction

SKILLS

- Python; Django; JavaScript; Electron; MongoDB; Express; React; Node.js; jQuery; SQL; PHP; Java; C#; C++
- CSS; HTML; Sass; Bootstrap; Bulma; MVC
- GIT; Visual Studio; PyCharm; MySQL; Eclipse; Selenium; Confluence; JIRA