

---

# FRANK GONZALEZ

---

12609 Uvalde Dr. Hutto, TX 78634  
210.324.2085

<https://www.linkedin.com/in/frankgonzalez512>  
<https://github.com/Fgonzalez512>

## PROFILE

Accomplished full-stack engineer with a proven history of driving sales and maintaining exceptional customer service in the evolving business market.

## SKILLS

JavaScript, HTML, CSS, jQuery, Git, AJAX, JSON, PostgreSQL, Express.JS, Semantic UI, AngularJS, Pair Programming, Test-Driven Development, Object-Oriented Programming, Ruby on Rails, MongoDB, React.JS, Mocha, Chai, Protractor

## EXPERIENCE

WEB DEVELOPMENT FELLOW, GALVANIZE; AUSTIN, TX – AUG 2016 - JAN 2017  
24 week Full-Stack Immersive with a TDD and Agile approach to engineering and rooted in the NEAP stack (Node / Express / Angular / PostgreSQL). Created projects both solo and with groups.

CUSTOMER SERVICE, OTTOBOCK USA; AUSTIN, TX – JUNE 2014 - JUNE 2016  
Worked with the customer service team assisting prosthetists and orthotists find the appropriate prosthesis and solutions for patient care. Processed orders and worked with our technical team finding information on prosthetic setups. Ran weekly reports and analyzed projections/results for a high value client, Hanger Prosthetics. Worked in tandem with Ottobock Canada and Rehband Estonia to oversee large international shipments processes and customer satisfaction on the wholesale end.

CUSTOMER RELATIONS/SALES, APPLE; AUSTIN, TX – JUNE 2011 - OCTOBER 2013  
Tasked with total ownership of customer issues that cannot be handled by the front tier technical and customer service advisors. Providing out of the box thinking and resolutions

while partnering with Apple Retail Stores, Authorized Service Providers, telecommunications providers, and various third parties. Graded through metrics and CSATS, able to track progress through GBI Portal and Apple systems. Proficient use of iLog, iDesk, SAP, and various Apple tools like Crubacca. Responsible for sales and information for Apple mobility products, providing the complete Apple experience for all clients and being a direct contact for Apple/client relationships. Graded through metrics and CSATS, able to track my own numbers and customer relationships. Proficient use of the tools available to me i.e. iSell, Safari, soft-phone contacts like Senior Mac Experts and the contributions of the mobility team.

## PROJECTS

### REFERRAL MANAGEMENT SYSTEM FOR SANDBOX COMMERCE

Full referral management system for creation of new business leads, tracking of financial payouts, and structured database for easy access.

Technology Stack:

CSS, HTML, AngularJS, MongoDB, Node.js, Express, Materialize

<https://github.com/Fgonzalez512/SB-Angular-Front-End>

### INSTAGRAM CLONE

Fully styled Instagram clone with full CRUD capabilities. Built as a challenge to learn a language and framework in one week and successfully build a full app.

Technology Stack:

Ruby, Rails, HAML, Sqlite3, Bootstrap

<https://github.com/Fgonzalez512/J.K.S.>

## EDUCATION

GALVANIZE; AUSTIN, TX – FULL STACK DEVELOPMENT, 2016