

Alessandro Gonzaga

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EDUCATION

Rutgers University

Bachelor of Science in Computer Science

New Brunswick, NJ

August 2020 – May 2024

Relevant Coursework: Data Structures, Discrete Structures, Computer Architecture, Software Engineering, Design and Analysis of Computer Algorithms, Systems Programming, Data Science, Information and Database Management

EXPERIENCE

Level 3 Supervisor, Office of Information Technology

July 2023 – Present

Rutgers University

Piscataway, NJ

- Managed transition to a new organizational structure due to a merger with other Rutgers IT offices, helping reducing personnel costs by over 5%
- Supervised and mentored Level 1, Level 2 consultants and Level 2 Specialists, guiding technical and professional growth, providing training to over 200 consultants
- Collaborated closely with full-time staff members on the resolution of IT issues and the management of work and consultants

Level 2 Specialist, Office of Information Technology

May 2023 – July 2023

Rutgers University

Piscataway, NJ

- Coordinated second-level support, addressing more complex IT issues escalated from Level 1 consultants and provided application support for University data centers
- Achieved the highest ticket resolution rate as a Level 2 Consultant, handling over 15% of all assigned tickets; reduced personal average resolution time by 20% through troubleshooting and effective communication
- Served as a key liaison between lower level consultants and supervisory staff, reducing resolution time for adjacent consultants by 10%
- Improved workplace efficiency by creating a simple website for consultants to use, with information and templates for issues, increasing productivity by 20%

Level 1 Consultant, Office of Information Technology

May 2022 – May 2023

Rutgers University

Piscataway, NJ

- Acted as a primary point of contact for Rutgers technical support, handling over 50 tickets each week
- Collaborated with team members to quickly solve IT problems with over 90% of tickets resolved after one week

PROJECTS

Task Management Website | *Java, JavaScript, SQL, React, Spring Boot, HTML, CSS*

- Created a Spring Boot back end API for communication with SQL database, including user authentication, data persistence and business logic
- Employed asynchronous programming methods to automate sending emails to users each day for task reminders
- Created a Front End JavaScript API using Axios to communicate with our backend server

Discord Bot | *Python, Asyncio, Discord API, Alpha Vantage API, Web Scraping*

- Incorporated Asynchronous Programming to host adjacent instances of the Wordle game simultaneously, allowing for a 10x increase in the amount of games played
- Interfaced with the Alpha Vantage API to present real-time stock, foreign exchange, and crypto data upon request
- Employed the Asyncio library to manage asynchronous programming within the Python environment

Image Library Android App | *Java, JavaFX, Android SDK, Data Persistence*

- Designed and developed an Android application using Android SDK, Java and JavaFX, providing a simple and intuitive interface for image library management
- Integrated features for image categorization, tagging, searching, and previewing to enhance user experience

TECHNICAL SKILLS

Languages: Python, Java, C, SQL, JavaScript, HTML/CSS, Mojo, React

Developer Tools: Linux, Windows, Git, Android SDK, Docker, Spring Boot, Postman, JUnit, Jira