Juan Ceballos

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Technical Skills

Languages/Programming: Swift, JavaScript, HTML, CSS, React, Firebase, GraphQL/Apollo, RESTful API, Unit/Snapshot/UI Testing, MVC/MVVM
Development: Xcode, Visual Studio Code, Git, GitHub, Charles, Postman
Frameworks: UIKit, XCTest, Foundation, Safari Services, MapKit, Core Data, Notification Center
Project Management Softwares: Trello, Jira, Coda, Figma
Project Methodologies: Agile, Scrum

Work Experience

Customer Service Consultant|TTec Tolling Solutions   **2024 - 2025**
- Resolved customers' concerns regarding NY E-ZPass accounts or New York Tolls with an average handling time of ten minutes

Software Engineer|Thumbtack   **2022 - 2023**
- Contributed to designing mobile engineering solutions to solve product problem's across Thumbtack's platforms in a fast paced environment
- Designed and developed new iOS features from concept to launch, working closely with product management, design team, and analytics to ensure product vision was accurately translated into code
- Updated codebase through creating GraphQL Schemas, implementing server driven UI, adding deep links, and RxSwift to Combine translation
- Managed Sprint planning using Jira and Coda to meet deadlines and communicate with project teams about delayed or shipped features
- Collaborated with designers on Figma to resolve concerns in regards to a new features styling choices and its technical implications on iOS platform

Customer Service Consultant|Continuum Global Solutions   **2018 - 2019**
- Resolved technical issues regarding mobile devices
- Navigated business systems to investigate customers' inquiries related to device orders, and use of provided services

Projects

PURSUIT FELLOW TRACKER-APP, SOCIALLY TRACKING PROGRESS   <AppStore>
- **Technology Utilized:** Xcode, Swift, SnapKit, Safari Services, XCTest, MVC, Programmatic UI. UICollectionViewCompositionalLayout
- **Synopsis:** Utilized RESTful API to parse models and populate UI, asynchronous test included, Organized data onto a compositional collection view, eased browsing with keyboard handling, search, and segmented index.
- **Result:** Created a user interface that housed Pursuit staff and fellows' number of points acquired for completing DSA problems on the Codewars platform. The data was formatted onto a multi-section table including a weekly leaderboard, search, filter, and refresh options for updated results.

ARTVEL-APP, DISCOVERING ARTWORK AND EVENTS   <GitHub>
- **Technology Utilized:** Xcode, Swift, Kingfisher, XCTest, UIKit, Foundation, MVC, Programmatic UI
- **Synopsis:** Worked Firebase as backend service to structure and store users' favorite artwork and events, and handle sign-in authentication. Fetched and decoded JSON objects from Ticketmaster, and Rijksmuseum RESTful API to populate the UI.
- **Result:** Designed and developed a dual experience app for the purpose of discovery. The first type of discovery is for art pieces from the Rijksmuseum. The second allows users to discover events happening all over the country available through Ticketmaster.

SUSHARE-APP, SOCIALLY INCENTIVIZING SAVINGS   <GitHub>
- **Technology Utilized**: Xcode, Swift, XCTest, UIKit, Foundation, MVC, Firebase, Programmatic UI
- **Synopsis:** Implemented a refreshable collection view with collapsible header and custom segmented control for different categories. Used Firebase to handle authenticated sign-in, store users and their generated content, and relationships to other users on the platform.
- **Result:** Collaborated on a finance app that uses technology to bring traditional savings methods into a more modern setting through the use of social networking.

Education

iOS Software Development | Long Island City, New York   **May 2020**
Relevant CourseWork: Swift | MVC Architecture |OOP | Networking / Concurrency | DSA | Autolayout | Unit Testing | Firebase

Computer Engineering Technology | Rochester Institute of Technology | Rochester, New York   **January 2016**
Relevant Coursework: Technical Programming I/II, Microcontroller Systems