Michael Danylchuk
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LinkdIn | GitHub

EDUCATION

San Jose State University, San Jose, CA
> *San Jose, California — Bachelors of Science in Electrical Engineering,* **EXPECTED GRADUATION WINTER 2025**

De Anza College, Cupertino, CA
> *Cupertino, California — Associate of Science for Transfer in Computer Science*

De Anza College, Cupertino, CA
> *Cupertino, California — Associate of Liberal Arts in Math Science and Engineering*

WORK EXPERIENCE

Apple Inc (Software Engineering)
Mac Catalyst Software Engineer - Apple Park, Cupertino, California   01 2024 - 06 2024
- Used SwiftUI to design UI and UX focused Mac OS Applications
- Built an internal tool for the Mac Catalyst team and other software engineers at Apple
- Utilized Cocoa/Appkit frameworks for MacOS application development in objective-C and Swift
- Maintained and updated tools used by the Mac Catalyst Team

Apple Inc (AppleCare)   03 2023 - Present
At Home Advisor, Elk Grove, Sacramento California
- Ordered repairs, ran diagnostics and followed protocols protecting customer privacy and information by taking effective and concise case notes with a case logging percentage of 93%, 2% above average.
- Achieved a 93% CSAT (customer satisfaction rating) 10% above average, handling over 400 cases by using all resources available including articles and Apple support discussion pages to solve issues promptly and educate customers.
- Achieved an 81% Issue Resolution, 11% above average due to efficiency and finding customers issues and resolutions to those issues promptly.

Apple Inc (Retail)   10 2022 - 01 2023
Seasonal Specialist, Apple Park Visitor Center, Cupertino, California
- Tactical in generating customer rapport and presenting customers with complete solutions such as iPhone activations, Apple care, accessories and technical support.
- 30+ 100% 5 star Net Promoter Ratings (customer satisfaction rating) in a row, 20% above average.
- I personalized solutions to obstacles utilizing every resource available including accessibility features built into Apple products and translate to set up and sell Apple products to customer that spoke languages other than English.

PROJECT EXPERIENCE

Self Driving Car(Java, Arduino, CAD design)
- Designed a miniature car with a team of 4 to navigate through an obstacle track on its own.
- Programmed instructions in an Arduino using Java to control the dc motor and respond to output from ultrasonic sensors
- Worked with team to CAD design 3D printed car body.

Perceptron Project(LTSpice, Python, Neural Networks, OPAMPS)
- Built an (Analog) Perceptron in a team of 3 by using multiple OPAMPS and resistors on LTSpice.
- The voltage gains of each OPAMP were treated similarly to weights in an neural network.
- Python was used to make a program that calculated relevant resistors for necessary voltage gain of transfer equation.

Bank Account Simulator(Data Structures, Java, Polymorphism, Encapsulation)
- Built a simulator in a team of two that allows the user to input commands that simulate a bank account.
- The simulator uses multiple data structures like as linked lists to move and organize different bank accounts made holding balances in British Pounds and Dollars.

CERTIFICATIONS

Sololearn:

Java	Certificate# CT-7OBUTD56	2022
Swift 4	Certificate# CT-E9DUZE3D	2022
Python for Data Science	Certificate# CT-N583SHLT	2022

Coursera:

Version Control	Certificate# RTKDU8HKXHBQ	2023
Introduction to Front-End Development	Certificate# JNNRDYQENY8U	2023
Intro to iOS Mobile App Development	Certificate# EDYD627N4XW7	2023
Programming Fundamentals in Swift	Certificate# UYQS6357K8EU	2023

AFFILIATIONS

De Anza Community College : Competitive Programming Club

- Competed in the International Computer Programming Competition with a team of 3
- Worked on and solved LeetCode and Google Kickstart algorithm challenges
- Completed these challenges in different languages (Java, Python, C++, Swift)
- Studied various problem solving approaches (Brute force and Recursion)
- Learned how to optimize algorithm runtime and memory to produce faster more efficient code