

JUSTIN MOLINA

Monmouth, NJ Jm957@njit.edu (732) 984-3289

EDUCATION

New Jersey Institute of Technology, Newark, NJ

Bachelor of Science (B.S.) Computer Science - May 2023

- **Relevant Coursework:** Data Structures and Algorithms, Programming Language Concepts, Database System Design and Management, Intensive Programming in Linux, Introduction to Computer Networks

PROJECTS

Medicare Data Visualization Dashboard

- Engineered an advanced data visualization platform using Vue.JS, Bootstrap, Cold Fusion, AWS EC2, AWS RDS, and MySQL, successfully consolidating complex Medicare information from CMS.gov.
- Customized the platform to cater to US policymakers, equipping them with actionable insights on drug consumption trends, pill farm operations, and enabling informed negotiations with pharmaceutical manufacturers.
- Transformed intricate healthcare data into a user-friendly format, promoting data-driven decision-making and contributing to the creation of well-informed policies.
- Established a data-driven feedback loop, facilitating the continuous improvement of Medicare policies by analyzing and monitoring the effectiveness of implemented strategies.

Optical Character Recognition

- Engineered a Python script that accurately classifies handwritten characters by implementing multiple machine learning algorithms, such as Support Vector Machines, Random Forest, K-Nearest Neighbors, Neural Networks, and Gradient Boosting.
- Enhanced dataset quality by normalizing the images and partitioning it into an 80% training and 20% testing split using pandas and numpy, ensuring optimal training and evaluation.
- Boosted classifier performance and facilitated the identification of the best-performing classifiers by training and evaluating models using scikit-learn and XGBoost, then comparing their effectiveness through classification reports and confusion matrices.
- Employed matplotlib for data visualization, enabling informed optimization of algorithm selection and performance analysis.

EXPERIENCE

Apple, Freehold, NJ

Retail Specialist, Sep 2018 - Present

- Accomplished a 15% increase in store AppleCare attachment rate, achieving a 75% rate for several quarters and earning the "Top Performer" award twice, by providing exceptional customer service and utilizing in-depth product knowledge.
- Accelerated new team members' acclimation to the store environment and Apple product offerings, enabling rapid mastery of customer service essentials, by offering personalized mentoring and guidance.
- Resolved a challenging customer issue, leading to a positive review and a loyal customer, by devising a satisfactory and customized solution.
- Enhanced the customer experience, maintaining up-to-date product knowledge and initiatives, by applying current information during customer interactions, resulting in a 15% increase in customer satisfaction ratings.

Apple, Remote Position

RCC Order Support Specialist, Sep 2020 – June 2021

- Improved call coordination efficiency, taking over 50+ calls per day from AHA advisors beyond their level of support, by establishing effective communication and collaboration.
- Boosted customer satisfaction, offering unique solutions to difficult problems, by utilizing creativity and in-depth product knowledge to enhance the customer journey.
- Expedited resolution of delivery disputes and complaints, ensuring timely and empathetic responses, by conducting thorough investigations and providing appropriate solutions.
- Optimized the customer handling process, identifying and highlighting emerging customer issues on a weekly basis, by submitting valuable feedback for continuous improvement.