

Owusu Bonsu

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Education

BACHELOR OF COMPUTER SCIENCE | AUG 2017-MAY 2021 | GEORGIA STATE UNIVERSITY

- Major: Computer Science
- Concentration: Computer Software Systems
- Major GPA: 3.4
- Relevant coursework: Principles of Computer Science I & II, Data Structures, Web Programming, System Level Programming, Computer Organization & Programming, Math Models for Computer Science, Algorithms

Experience

TECHNICAL ADVISOR | APPLE INC. | FEBRUARY 2019 - CURRENT

- Provide In-depth troubleshooting and advanced technical support for multiple devices and operating systems
- Work in a virtual environment
- Multitask navigating support articles while actively listening to and interacting with customers
- Remain knowledgeable about new releases and latest technological advancements
- Currently maintain over a 90% customer satisfaction score

DATA STRUCTURES PROJECT | MAY 2019

- Collaborated in a group of four to develop a contacts application that use different data structures
- Data structures used include binary search trees, linked lists, queues, and stacks
- Data structures worked in conjunction to create a working application that could add, delete, edit, and display contact information

WEB PROGRAMMING PROJECT | APRIL 2020

- Collaborated with one partner to create an online text-based adventure game
- Webpage utilized HTML, CSS, JavaScript, and PHP with a MySQL database
- Features of the site included command recognition, real-time updates, and a high score list powered by a database

Technical Skills

- Programming languages (Experienced)
 - Java
 - HTML/CSS
 - Javascript
 - PHP
 - MySQL
- Programming languages (Familiar)
 - C++
 - Python
- Concepts
 - Data Structures
 - Algorithms
 - Object-Oriented Programming
- Experience with Windows, MacOS, and Linux environments