

SUMMARY

Driven Computer Science student and Apple Product Zone Specialist with a robust blend of technical expertise, customer service excellence, and leadership capabilities. Passionate about leveraging a strong foundation in programming languages (Swift, Java, SQL, JavaScript) and a proven track record in enhancing customer experience and problem-solving to deliver impactful technology solutions.

EDUCATION

Napa Valley College

Associate's Degree in Natural Science GPA: 3.7

- **Awards/Honors: Dean's Honor's List**

Sacramento State University

Bachelor of Science in Biochemistry GPA: 3.8

- **Relevant Coursework: Biochemical Research**

Sacramento State University

Bachelor of Science in Computer Science GPA: 3.6

Napa, CA

May 2017

Sacramento, CA

May 2019

Sacramento, CA

Currently Attending

Related Course Work:

Advanced Programming Concepts, Algorithms and Data Structures, Software Engineering Principles, Database Management and SQL, Computer Networks and Cybersecurity, Mobile App Development, Web Development and Design, Agile Development Methodologies

WORK EXPERIENCE

Apple Inc.

Product Zone Specialist

Walnut Creek, CA

October 2021 – July 2024

- Delivered comprehensive customer service for Apple products by swiftly addressing needs with tailored advice and solutions, staying current with technical specialties, and providing personalized device training to enhance customer satisfaction.
- Excelled in a fast-paced retail environment through effective time management and adaptability, maintaining focus under pressure to diagnose issues and present confident solutions, thereby supporting the high standards of the Apple brand.

EXPERIENCE & RELATED PROJECTS

Organizer of a Technology Workshop

Sacramento, CA

Feb 2023

- Coordinated and led a technology workshop for a local non-profit organization.
- Taught attendees how to use their Apple devices for various purposes, including photo editing and document creation.
- Created the workshop curriculum.
- Provided hands-on assistance to participants during the workshop.

Projects

Portfolio Website: Engineered a responsive personal portfolio website to display professional projects, highlighting expertise in web technologies and user interface design.

Java Terminal Card Game: Developed a command-line Craps game in Java, focusing on core programming concepts and user interaction within a terminal environment.

Java GUI Treasure Hunt Game: Created a fully interactive treasure hunting game using Java Swing, showcasing abilities in GUI design and object-oriented programming.

Agile Java Applications: Participated in a series of team projects utilizing Agile methodologies to deliver fully functional Java applications, from concept through to execution.

SKILLS & INTERESTS

TECHNICAL SKILLS

- **Programming Languages:** Proficient in Swift, Java, SQL, JavaScript, HTML, and CSS
- **Software Proficiency:** Proficient in the Adobe Suite and Microsoft Office Suite, with a focus on document accessibility
- **Software Development:** Mobile and Web development expertise, utilizing Agile methodologies to streamline software development life cycles
- **Systems Knowledge:** In-depth knowledge of macOS and Windows environments, emphasizing system optimization and troubleshooting

SOFT SKILLS

- **Communication:** Strong oral and written communication abilities; adept in bilingual customer support
- **Leadership:** Demonstrated leadership experience with effective team collaboration and motivation
- **Customer Service:** Expertise in improving customer experience, building loyalty, and resolving complaints
- **Problem-Solving:** Creative problem-solver with a talent for critical thinking and decision-making

ADDITIONAL SKILLS

- **Time Management:** Efficiently manages time and prioritizes tasks to meet deadlines
- **Interpersonal Abilities:** Empathetic and friendly, excelling in building rapport and fostering positive relationships
- **Adaptability:** Quickly adapts to new challenges and environments, maintaining a positive and open-minded approach

Languages: English, Punjabi, Hindi and at the moment, trying to learn Spanish.

Interests: As a computer enthusiast, I am captivated by the transformative power of technology and have dedicated countless hours to mastering the latest advancements and diverse programming languages. My passion for innovation is matched by a commitment to my personal well-being, where my interests in gym, dieting, and health wellness play a pivotal role. Balancing my passion for technology, I find joy in the culinary arts, crafting unique and wholesome dishes that reflect my dedication to a healthy lifestyle. Whether I'm delving into a new coding challenge or experimenting with nutritious recipes in the kitchen, I'm driven by a desire to continuously improve and positively influence the lives of those around me.