# Alex Canizares Martinez
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## WORK EXPERIENCE

**APPLE INC.**                                                                               *Apr 2024 - Present*
*Technical Specialist, Jacksonville Fl*
- Led technical support initiatives, achieving a perfect 100 NPS score in the first quarter, ranking first on the store scoreboard.
- Conducted comprehensive needs analysis to understand customer issues, applying strong troubleshooting and debugging skills.
- Performed testing on software and hardware issues, identifying bugs and escalating unresolved issues to engineering teams for further investigation.
- Collaborated with engineering teams to address complex issues, ensuring a smooth resolution and improved customer experiences.
- Supported the deployment of technical solutions, working closely with team members to enhance product performance.
- Developed and delivered personalized training sessions for new customers on Apple products, significantly improving user proficiency.

**APPLE INC.**                                                                               *Nov 2023 - Apr 2024*
*Specialist, Jacksonville Fl*
- Achieved 85% AppleCare attachment rate in the first quarter, the highest in the store, surpassing the store average of 60%.
- Maintained a 92 NPS score, significantly above the store average of 80%.
- Mastered new Apple products and features, enhancing customer experiences through personalized interactions.
- Provided tailored solutions aligned with Apple's commitment to excellence, improving customer retention.

## PROJECTS

**AeroAtlas – Travel Companion Web App**
Node.js, TypeScript, OpenStreetMap, Vercel, DeepSeek & OpenWeather API        *Jan 2025 – Apr 2025*
- Engineered backend micro-services in Node.js/TypeScript that generate real-time, location-aware itineraries and flight options.
- Implemented interactive map/forecast modules and chat-style search; deployed continuously to Vercel.
- Configured Supabase row-level security and JWT auth covering 100 % of API routes.
- **Audience Choice Award (1st/45 projects), 2025 UNF Computing Symposium.**

**Stockseer – Real-Time Stock Price Predictor**
FastAPI, Next.js 14, scikit-learn, yfinance, Tailwind, Heroku        *April 2024 - May 2024*
- Co-created a real-time stock forecasting tool using linear regression trained on historical data
- Built adaptive dashboard (dark/light & bullish/bearish colour logic) with Recharts and Next.js routing.
- Automated CI/CD pipeline using GitHub Actions to Heroku, maintaining >99% uptime.

## EDUCATION

University of North Florida
Jacksonville, Florida — Bachelors of Science in Computer Science        *May 2026*

## SKILLS

Programming Languages: Python, Java, Dart, JavaScript/TypeScript, SQL, C, Swift
Software Development: Full-Stack Development, REST APIs, Object-Oriented Programming, Multithreading, Client-Server Systems, Agile Collaboration.
Languages: English, Spanish, Catalan.