Jacob Silva

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EDUCATION

San Diego State University San Diego, CA
Bachelor of Science in Computer Science, Minor in Statistics, Minor in Mathematics *Aug. 2022 – May 2026*

EXPERIENCE

Technical Specialist October 2025 – Present
Apple *La Jolla, CA*
- Improved troubleshooting accuracy, shown through consistently **strong customer satisfaction scores**, by diagnosing hardware, software, and OS issues across near all of Apple's lineup.
- Reduced customer wait times by **streamlining device check-ins and repair setup**, coordinating with other technicians during high traffic hours.
- Strengthened daily store metrics by supporting retail workflows, guiding customers through setup, and preventing additional appointments by helping customers resolve requests on the spot.

Apple Support College Program Advisor (Level 2) Jan. 2024 – Oct. 2025
Apple *San Diego, CA*
- Delivered world class remote support, reflected in **above average satisfaction ratings**, by resolving issues across the complete Apple lineup.
- Lowered follow up case frequency by **educating customers on new and existing features**, troubleshooting steps, and account related issues.
- Maintained strong performance metrics by accurately identifying problems, documenting cases, and escalating advanced issues to engineering when needed.

QA Automation Software Engineer Career Experience Jan. 2025 – July 2025
Apple *San Diego, CA*
- Increased system resilience, demonstrated by a **30-40% reduction** in debugging time, by integrating a Chaos Client using **ToxiProxy** to simulate targeted network and service failures.
- Improved the team's ability to uncover weak components by designing **fault injection** scenarios that revealed hidden latency and dependency issues.
- Enhanced the reliability of the overall test framework by collaborating with senior QA engineers to refine automated test behaviors.

PROJECTS

Classly | *Swift, SwiftUI* Jan. 2026 – Present
- Developed an iOS home screen widget that displays upcoming class schedules that update throughout the day.
- Implementing data persistence to store and update class information across widget refresh cycles.
- Designing responsive UI components optimized for multiple widget sizes and devices.

iOS Pong | *Swift, SwiftUI* Aug. 2024 – Oct. 2024
- Built a fully functional recreation of Pong with collision detection and paddle physics.
- Designed an adjustable AI opponent with multiple difficulty levels using simple heuristic based decision logic.
- Implemented SwiftUI based UI components for score tracking, animations, and clean layout structure.
- Gained hands on experience with app architecture, state management, and interaction handling in Swift.

2048 AI Agent | *Python, Pandas, NumPy, PyTorch, FastAPI* Aug. 2024 – Oct. 2024
- Implemented an Expectimax based AI that selects optimal moves by evaluating probabilistic tile outcomes.
- Developed a visual display layer that renders the board state, chosen moves, and updated scores in real time.
- Added automated logging to export move sequences and game statistics for analysis.
- Improved decision speed and tile evaluation accuracy through board heuristics and pruning logic.

TECHNICAL SKILLS

Languages: Python, Swift, SwiftUI, Java, JavaScript, HTML/CSS
Developer Tools: Git, Visual Studio Code, Xcode, Pycharm, Adobe Photoshop, Jupyter Notebook, Google Colab, Figma, Quip
Libraries: pandas, NumPy, Matplotlib, Seaborn