

## Christopher Michael Gonzalez

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### Education

#### New York City College Technology

Expected Fall 2025

- Skilled in Java and Python, creating database-driven applications with JDBC and automating tasks with Python.
- Gained hands-on experience in data structures, and database management systems (DBMS)

#### Year Up Wall Street

September 2023-July 2024

- Master System Administration in Linux/Unix OS shell scripting and performance optimization
- Proficient in SQL for database management and skilled in data handling with Access and Excel.

#### Borough of Manhattan Community College

September 2019-Graduated June 2022

- Associate in Applied Science Computer Information Systems
- Mastered Data modeling, QGIS, MongoDB, web/app development (HTML, CSS, JavaScript, PHP).

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### Experience

#### Fiserv- Berkley Heights NJ

January 2024-July 2024

- Customer Service Representative Intern
- Collaborated with IT technicians to resolve complex customer issues, utilizing Teams and other applications to ensure efficient problem-solving and communication.
- Adapted and addressed an average of 40 user experience issues for unemployed and disabled individuals, delivering personalized solutions that improved accessibility and user satisfaction.

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### Projects

#### Google Coursera Capstone

- Developed a sports analytics dashboard and a report using Excel, Tableau, and Google Cloud SQL to visualize player stats (points, rebounds, assists) and support data-driven team strategies."

#### NBA Chatbot

- Designed and implemented a Python based chatbot capable with interacting with users by providing detailed information on basketball players
- Developed functionality to parse and process user inputs, using data stored in JSON format to deliver responses

#### Rock-Paper-Scissors Game

- Developed an interactive Python game that simulates the classic Rock Paper Scissors game
- Use imports random module and show problem solving skills and game development

#### Java Script Project

- Developed an interactive web application as a final project, utilizing HTML, CSS, and JavaScript to create a dynamic and responsive user experience.
- Integrated multiple JavaScript projects into a cohesive website, showcasing various functionalities and design features.

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### CERTIFICATIONS

- Google Coursera Data Analytics, Google Coursera Business Intelligence, Year Up Software Development Certificate, Year Up CIS 301 Software Testing, Code Path Cybersecurity – In Progress

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### Skills

- Proficient in HTML, CSS, JavaScript, Python, R, PHP, Java, and SQL (Access, Google, Oracle, MySQL). Skilled in data analysis using Excel, Google Sheets, Power BI, Tableau, and Microsoft Office. Experienced with encryption/decryption via CyberChef & Linux hashing. Resilient, hardworking, and team oriented.