Christopher Michael Gonzalez

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Experience

Fiserv- Berkley Heights, NJ– **January 2024-July 2024**

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

H&M- Time Square, NY– **March 2022-Sepeetember 2022**

- Utilized POS systems to process transactions and manage inventory. Additionally, I generated sales reports using Excel to support data-driven decision-making.

Education

New York City College Technology– **September 2022-Present**

- Bachelor of Computer Systems Expected Graduation Fall 2025
- Developed skills in Java and Python, building database-driven applications using JDBC for Java integration and Python for data manipulation and automation.
- Gained hands-on experience in algorithms, data structures, and database management systems (DBMS)

Year Up Wall Street– **September 2023-July 2024**

- Acquired proficiency in SQL for database management and demonstrated strong skills in data handling using Microsoft Office Suite, including Access and Excel.
- Mastered HTML, CSS, and JS to create dynamic responsive websites

Borough of Manhattan Community College– **September 2019-Graduated June 2022**

- Associate in Applied Science Computer Information Systems
- Gained expertise in web programming, QGIS for digital mapping, and database systems
- Designed and implemented websites and applications using HTML, CSS, JS.

Projects

Google Coursera Capstone

- Created a sports analytics dashboard with Excel, Tableau, and Google Cloud SQL to visualize player performance and support data-driven decisions.
- Analyzed and visualized player stats like points, rebounds, and assists, offering insights to enhance team strategy and performance evaluation.

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 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.

CERTIFICATIONS
- Google Coursera Professional Data Analytics Certificate
- Google Coursera Professional Business Intelligence Certificate
- Code Path Intro to Cybersecurity – In Progress
- Year Up CIS 301 Software Testing & Quality Assurance
- Year Up Software Development Certificate

Skills
- Proficient in HTML, CSS, JavaScript, Python, R, Java, and SQL (Access, Google, Oracle, MySQL), with skills in Excel, Google Sheets, Power BI, and Tableau for data analysis, as well as Microsoft Office applications.