

Christopher Michael Gonzalez

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Education

New York City College Technology (Expected Fall 2025)

- Bachelors of Tech Computer Systems Technology Degree

Relevant Coursework: Algorithms, Software Engineering, Deep Learning, Cybersecurity, Database

Year Up United (September 2023-July 2024)

- Software Development Certificate: Full Stack Development

Borough of Manhattan Community College (September 2019-Graduated June 2022)

- A.A.S Computer Information Systems Degree
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Experience

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Customer Service Intern

Berkley Heights, NJ

January 2024-July 2024

- Collaborated with IT technicians using Teams and troubleshooting applications to resolve 300+ complex customer issues weekly, dedicating 50% of communication time to improving coordination.
 - Resolved an average of 60 user experience issues per day for unemployed and disabled individuals, utilizing accessibility tools to deliver tailored solutions, resulting in an increase in user satisfaction
 - Communicated directly with customers to address card-related issues and website functionality concerns, guiding them through troubleshooting steps to ensure efficient issue resolution and platform reliability.
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Projects

Password Encryption Tool (Java, Swing, Maven)

- Developed a GUI application in Java for password encryption and decryption using AES, DES, and RSA encryption methods. Implemented secure file storage for encrypted data.
- Built secure data storage and encryption, which highlights my understanding of data integrity and security principles crucial for managing sensitive information within data pipelines.

NBA Player Performance Prediction (Machine Learning, Python, Pandas, Matplotlib)

- Developed a model to predict NBA players' points per game using Linear Regression and Random Forest; achieved more accurate results with Random Forest by capturing complex patterns in player performance.
- Created visualizations to show the impact of different stats on scoring, identifying Game Score as the top factor in predicting points.

NBA Chatbot (Python, APIs, JSON)

- Created a Python-based chatbot that pulls real-time NBA player stats from external APIs, processes JSON data, and interacts with users to provide customized insights.
- Enhanced chatbot accuracy and user experience by structuring data effectively, implementing error handling, and validating user inputs for reliable, customized responses.

Social Engineering Tool Kit (Linux, SET)

- Configured and deployed a credential harvesting mock website using the Social-Engineer Toolkit (SET) on a Kali Linux environment.
 - Simulated a phishing attack by creating a fake Google login page, capturing test credentials securely
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Certifications

Google Coursera Data Analytics | Google Coursera BI | Year Up Software Development Certificate | Year Up CIS 301 Software Testing | Year Up CIS 101 Computer Applications | CodePath Cybersecurity – In Progress

Skills

Programming: HTML | CSS | JavaScript | React.js | Node.js | Django | PHP | Python | Java | MY SQL | No SQL | Access | Oracle | Mongo DB | R | Statistics | Google Analytics | Algorithms | JSON | APIs | Machine Learning | Shell Scripting | Agile | Network Basics | Pandas | Data Analytics | Technical Writing |

Data Visualization Tools: Tableau | Power BI | Excel | Google Sheets |

Tools: Git | GitHub | PowerShell | Linux | Windows OS | MS Teams | MS Word | PowerPoint | VS Code | Spark | Azure | AWS | Virtual Box | Google Cloud |

