Christopher Michael Gonzalez

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Education

New York City College Technology (Expected Fall 2025)
- B-Tech Computer Systems Degree

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

Experience

Fiserv   **Berkley Heights, NJ**
Customer Service Intern   **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.

Projects

Password Encryption Tool (Java, Swing, Maven)
- Developed a Java-based GUI application that encrypts and decrypts passwords using multiple encryption algorithms (AES, DES, RSA) with a focus on security and usability.
- Implemented secure file-saving for encrypted passwords and utilized Maven for build automation.

MS VENOM (Python, MSF venom, Unix)
- Developed and demonstrated payload creation using MSF venom for penetration testing, including bundling multiple payloads such as message boxes and audio alerts.
- Utilized Python to script and automate payload encryption and obfuscation, leveraging libraries and custom techniques to enhance evasion and improve testing efficiency.

Google Coursera Capstone (SQL, Tableau, Excel, Google Cloud)
- Developed a sports analytics dashboard using Google Cloud SQL, Tableau, and Excel to visualize player statistics and enable data-driven decision-making.
- Automated data extraction and transformation processes using Excel macros and SQL queries to ensure real-time data updates and maintain data accuracy for insightful visualizations.

NBA Chatbot (Python, APIs, JSON)
- Developed a Python-based NBA chatbot that interacts with users by fetching real-time player stats from external APIs and processing JSON data.
- Enhanced chatbot accuracy through robust error handling and user input validation techniques.

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

DevProgramming: HTML | CSS | JavaScript | React.js | Node.js | PHP | Python | Java | R | SQL | Access | Oracle |
ToolsPlatforms: Excel | Power BI | Tableau | Google Sheets | Git | GitHub | APIs | Docker | Encryption | Hashing | Steg hide | CyberChef | Linux/Unix | VS Code | Power shell | Power Point | Word