Enrique Gonzalez

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LANGUAGES AND TECHNOLOGIES

- **Proficient:** Java, Python, JavaScript, C, C++, Ogre, jQuery, D3.js, SQL, MySQL, Git, Agile Development, AWS (EC2, RDS), HTML5, CSS3, MaterializeCSS, JUnit, Selenium, Appium, Jenkins
- **Exposure:** Flask, Ruby, Android SDK, Jetty, Apache HTTPComponents, MPI (Message Passing Interface), Xv6

RECENT PROJECTS

Software Engineer | testobject-python-api | code   2018
Python wrapper of the TestObject API that facilitates data retrieval and allows extra features on Python
- Ported all existing API calls from Java project ensuring they worked and had a test for stability.
- Achieved 100% test coverage with mocked requests using vcrpy and pytest to avoid rate limiting and DDoS.
- Used API calls to create a pytest plugin that is able to run test suites and tests on the TestObject platform (link).

Software Engineer + Scrum Master | MARS Health | code   2016
Android appointment application for single physician offices.
- Facilitated scrum agile development on a team of 3 engineers with daily standups and Git for version control.
- Architected MySQL DB schema with 9 tables using SQL to establish foreign keys, triggers, and procedures to automate scheduling and reduce creation time of appointments by ~98%.
- Eliminated ~30% of potential calls to the doctor's office by enabling direct staff-patient communication through constructing messaging system using Java, Android SDK and Sinch SDK.
- Constructed an AsyncTask to enable multithreading which allowed appointment search while using the app.

Software Engineer | Search Engine | code   2014
Multi-threaded search engine that crawls through a website and ranks words by word count, position and relevance.
- Implemented an inverted index structure using Java that maps words to positions in a file and number of times it appears, allowing for search queries to be completed in log(n) run time.
- Architected HTTP web server with Jetty to integrate a web interface for users to search for specific words.
- Ranked results by frequency, position and location of words searched, moving relevant searches to the top.
- Engineered multi threaded search and parsing by creating a custom Lock class allowing one writer at a time.

PROFESSIONAL EXPERIENCE

Customer Support Engineer II | Sauce Labs | San Francisco, CA   2016 - Present
- Checked 40+ tickets daily, assessing problems, reproducing errors and advised customers.
- Triaged problems, led incident communications and reported bugs to engineers by providing detailed information including reproduction steps.
- Mentored new 5+ hires by hosting training sessions, check ins, and provide help in current tickets.

ITS Help Desk Technician | University of San Francisco ITS | San Francisco, CA   2014 - 2016
- Reduced ticket system search time by ~40% through integrating ServiceNow into Slack platform using JS.
- Checked 30+ tickets daily, assessing problems and providing answers with 90%+ resolution satisfaction rate.
- Functioned as lead technician on team of 8, mentoring hires on ServiceNow, Exchange, and Cisco products.

EDUCATION

B.S. Computer Science, *University of San Francisco, CA*   2016