

# BRYAN MEDINA

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## EDUCATION

**California State University, Fullerton**  
*Bachelor of Science in Computer Science*

Fullerton, CA  
Aug. 2020 - December 2024

## EXPERIENCE

### Technical Specialist

*Apple*

Aug. 2021 - Current

*Temecula, CA*

- Provide expert assistance to customers with technical issues related to Apple products, software, and services, ensuring a high level of customer satisfaction through effective problem-solving
- Collaborated with the Genius Bar team to diagnose and resolve technical issues related to service part inventory, leveraging internal tracking systems to ensure accuracy and efficiency
- Developed a new End-Of-Day reporting document to enhance team communication, align cross-functional teams, and improve operational efficiency
- Conduct demonstrations of Apple products and services to educate customers on their features and functionalities, enhancing their understanding and usage of the technology.
- Provided insights and feedback on process improvements, contributing to the continuous development of team practice and tools

### Academic Support

*TGR Foundation*

Aug. 2018 - Jan. 2021

*Anaheim, CA*

- Collaborated with classroom facilitators to integrate technology and computer science concepts during program hours, contributing to a comprehensive and engaging learning experience
- Played a key role in student recruitment at school and community events, highlighting interpersonal skills and a passion for promoting computer science education to a diverse audience
- Promoted a culture of high expectations, emphasizing computer science skills and knowledge, aligning to prepare students for future careers in the STEM field

## PROJECTS

### Parfummelier

*Python, Javascript, CSS*

March 2020 - July 2020

- Developed a full-stack web application that provides personalized fragrance recommendations using curated scent data, user inputs, and quizzes to identify user preferences
- Designed and built community threads and discussion forums, fostering user engagement through interactive and threaded conversations
- Utilized modern web development tools, including Flask, Docker, MongoDB

### “What’s ‘App’ening in Computer Science”

*Custom Developed Computer Science Course*

- Designed and taught a virtual computer science course, "What's 'App'ening in Computer Science," for 300+ students in the Los Angeles County School District, showcasing effective instructional design and delivery
- Led a team of certified instructors in teaching basic Java programming, contributing to the successful execution of the course and providing mentorship to enhance teaching effectiveness
- Collaborated with the TGR Foundation, building and delivering the course, demonstrating a commitment to advancing computer science education and supporting the Foundation's mission

## TECHNICAL SKILLS

- **Programming Languages:** Python, C, C++, Tableau, R, Java, Javascript, HTML, PHP, CSS, SQL

## CERTIFICATIONS

- **Google Cloud Big Data and Machine Learning Fundamentals:** August 2024
- **Introduction to Tableau:** August 2024