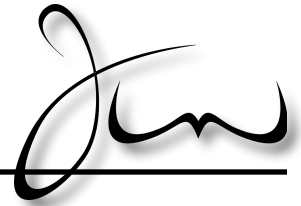# Johnson Wong

Software Engineer

Experience

Technical Specialist @ Apple Inc. — *San Francisco, CA*
Oct 2018 — Present
- Troubleshoot customers' mobile device(s) such as iPhone, iPad and Apple Watch, as well as iCloud related issues
- Present options and solutions to customers after troubleshooting in order for them to make an informed decision
- Multi-task by attending to different customers in a timely manner
- Assist peers with troubleshooting customer devices
- Share feedback amongst peers to improve external and internal customer experience

DevOps/IT Intern @ Jobvite — *San Mateo, CA*
Jun 2018 — Aug 2018
- Responded to help desk tickets that involved office-related technical issues in a timely manner
- Configured computers for new hires according to company needs and standards
- Helped migrate a local server, where builds for the mobile platform took place, to the cloud, and insured specific build tools were installed and running properly
- Managed the company's active directory by organizing and updating users and groups

Projects

SFSU Gator Trader
- A group project for my senior software engineering class
- Created an e-commerce website exclusive for SFSU students to buy and sell school materials and etc.
- Took on the role of back-end lead and GitHub Master
- Designed backend architecture and API endpoints
- Delegated tasks to back-end support team
- Ensured our GitHub repository adhered to the Git flow
- Built with Node.js, Express, MySQL, Handlebars, CSS

Online Chess Game
- A group project for my web development class
- Took on the role of back-end lead
- Built with chess.js, chessboard.js and chessboard3.js APIs
- Delegated tasks to the back-end support team
- Stack used: Node.js, Express, MySQL, Handlebars, CSS

StockX Spreadsheet
- Created a script that scrapes StockX for the market price of a particular item and updates the price in a spreadsheet
- Built with Python

Personal Info

- San Francisco, CA
- 415-734-7876
- johnswong14@gmail.com
- johnsonwong.dev
- github.com/johnswong14
- linkedin.com/in/johnswong14

Skills

Programming Languages
JavaScript (ES6), Python, PHP, Java, C++, C, SQL, Swift, HTML5, CSS, PowerShell

Libraries & Frameworks
Node.js, Express, jQuery, Bootstrap, React, Handlebars

Tools & Platforms
Git & GitHub, Command Line, Postman, Firebase, AWS, Google Cloud

Education

B.S., Computer Science
San Francisco State University
San Francisco, CA
Aug 2017 — Dec 2019

Spoken Languages

English and Cantonese