

# Johnson Wong

Software Engineer

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## Experience

### Technical Specialist @ Apple Inc. – San Francisco, CA

Oct 2018 – Present

- ▶ Troubleshoot mobile devices such as iPhone, iPad and Apple Watch, as well as iCloud services
- ▶ Present options and solutions for customers 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, and troubleshooted problems hands-on when needed
- ▶ 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

### ▶ Online Chess

- ▶ Web-based game built with Node.js, Express, Handlebars, JavaScript, HTML, CSS, and MySQL for playing chess with friends

### ▶ Tank Game

- ▶ Two-player tank battle game built with Java using JavaFX and Swing

### ▶ Brick Breaker

- ▶ One-player brick smashing game built with Java using JavaFX and Swing

### ▶ Interpreter

- ▶ Program built with Java to execute byte codes of a mock language X

## Personal Info

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- 🔗 github.com/jwong38

## Skills

### Programming Languages

Java, C++, JavaScript, HTML, CSS, SQL

### Libraries & Frameworks

Node.js, Express, jQuery, React

### Tools & Platforms

Git, Visual Studio Code, Xcode

## Education

### B.S., Computer Science

San Francisco State University  
San Francisco, CA  
2017 – 2019

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