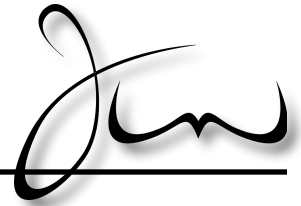


Johnson Wong

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

- ▶ Four-month school project involving building an e-commerce website exclusive for SFSU students
- ▶ Part of a team of 7; took on the role of back-end lead and GitHub master
- ▶ Designed backend architecture and API endpoints
- ▶ Delegated tasks to the back-end support team
- ▶ Ensured our GitHub repository adhered to the Git flow
- ▶ Built with Node.js, Express, Handlebars, JavaScript, HTML, CSS, MySQL

▶ Online Chess Game

- ▶ Four-month school project involving building an online chess game
- ▶ Part of a team of 5; took on the role of back-end lead
- ▶ Handled the responsibility of designing the backend structure using various backend technologies
- ▶ Delegated tasks to the back-end support team
- ▶ Built with Node.js, Express, Handlebars, JavaScript, HTML, CSS, MySQL

▶ Tank Game

- ▶ One-month school project involving building a two-player tank battle game
- ▶ Built with Java using JavaFX library and Swing API

Personal Info

📍 San Francisco, CA

☎ 415-734-7876

✉ johnswong14@gmail.com

🌐 linkedin.com/in/johnswong14

🐙 github.com/jwong38

Skills

Programming Languages

JavaScript, Swift, Python,
Java, C++, 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

Aug 2017 – Jan 2020

Spoken Languages

English and Cantonese
