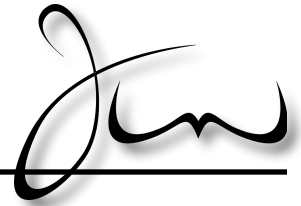# Johnson Wong

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, 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 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 by handling the responsibility of designing the backend structure using various backend technologies, as well as delegating 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

- **Brick Breaker Game**
  - One-month school project involving building an one-player brick breaker game
  - Built with Java using JavaFX library and Swing API

- **Interpreter**
  - 1.5-month school project involving building a program to execute byte codes of a mock language X
  - Built with Java

Personal Info

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

Spoken Languages

English and Cantonese