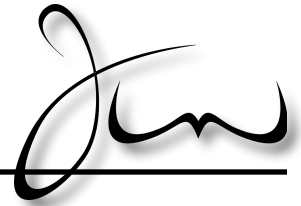


# Johnson Wong

Software Engineer

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## Experience

### Technical Specialist @ Apple – 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

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