Kendall Ramos

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EDUCATION

University of Texas at San Antonio | Graduated: May 2024
Bachelor of Science in Computer Science, Minor in Business Administrations

EXPERIENCE

AppleCare Technical Advisor – Apple Inc. | **FEB 2023 – PRESENT | San Antonio, TX**
- Delivered top-tier technical support for Apple products, resolving 95% of customer issues promptly.
- Conducted monthly data analysis with the team and manager to improve performance.
- Applied advanced troubleshooting skills across Apple devices for effective problem resolution.
- Showcased strong organizational skills and adaptability in a fast-paced environment, contributing to team success.

PROJECTS

Bed Bug Website | **Completed July 2023 | Personal Project**

ReactJS | Firebase | Firestore | User Authentication | Data Operations | NodeJS | Google Cloud Functions

- Built a website to show U.S. hotels with bedbug incidents using ReactJS and Firebase. Implemented Firestore for user authentication and data operations. Applied NodeJS and Google Cloud functions for automated, serverless tasks.

Sinking Flag Game | **Completed Spring 2024 | Game Development Class**

Game Design | Asset Integration | Optimization Patterns | Gameplay Mechanics Management | User Interface Development | Version Control (GitHub) | C# | Unity

- Developed a game in Unity with C#, focusing on game design, asset integration, and UI development.
- Managed gameplay mechanics and version control using GitHub.

Rasa-Chatbot | **Completed Fall 2023 | Artificial Intelligence Class**

Python | Integration of AI tools | Git | Natural Language Processing | SQL | Back-End Dev

- Developed an advanced chatbot using Python and AI tools.
- Integrated natural language processing and SQL for backend development.

eBOOKFAIR Website | **Completed Fall 2023 | Software Engineering Class**

Python | MySQL Database Admin. | Git | UI Design | SQL | Back-End Dev | Django | Bootstrap web development | database management | project collaboration | adaptability | teamwork | software engineering.

- Created an e-commerce platform using Django and MySQL.
- Designed a responsive UI with Bootstrap, facilitating digital book sales.

Meal Prep App | Completed Spring 2023 | Application Programing Class

Java | User Input Processing | BMI Calculation | Algorithm Development | API Integration | User Interface Design | Data Management | Personalization | Problem Solving | Documentation
- Developed an app to calculate BMI and provide personalized meal plans.
- Enabled users to track weight and get meal recommendations from public recipes.

Coursework Repository

Programming Proficiency | Database Management | Operating Systems Fundamentals | Machine Learning & AI Algorithms | Data Structures Optimization | System Architecture & Design | Data Analysis | Cloud Computing & Deployment | Web Development Technologies | C | C++

- This repository is collection of projects and assignments that represent my academic growth and skill development across various domains. Dive into each folder to uncover the challenges I've tackled and the knowledge I've gained through dedicated study and application.