

# MICHELLE GONZALEZ

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## EDUCATION

### **City University of New York, College of Staten Island**

Bachelor of Science in Computer Science August, 2021

Minor in Mathematics and Spanish

## SKILLS

**Programming:** JavaScript, PostgreSQL, MySQL, HTML, CSS, Python, Node.js, Java, VS Code, C++,

**Technologies:** Git/GitHub, Unix, Linux, Heroku, Microsoft Office, System Blackboard

**Certifications:** J.P.MorganChase - Agile Virtual Experience Program (The Forge), Data Foundations, Cybersecurity, From React to React Native. Data Science, Google Cloud Storage, LinkedIn Learning (Santander Bank ) 2021

**Coursework:** Object Oriented Programming and Programming Languages, Database Management and Data

**Manipulation Communication/interpersonal skills:** Working with customers and on teams

**Spoken Languages:** Fluent in Spanish

## RELEVANT EXPERIENCE

### **Santander Bank, Financial Services Industry**

Bank Teller

Staten Island, NY

Sep 2021- June 2022

- Ability to make personal connections, engage customers, and always be courteous and professional in a team environment, learning customer facing and business communication skills.
- Assist clients by processing transactions, such as withdrawals, deposits, transfers, and loan payments
- Help client relationship managers at bank branch with customers account research and maintenance
- Sell and issue traveler's checks, cashier's checks, money orders, as needed
- Work on in - house accounting systems and software programs
- Exudes confidence with clients when sharing product knowledge and solutions
- Strong desire and ability to influence, educate and connect customers to technology

### **CUNY TECH PREP**

Software Developer Student

New York, NY

January 2021- August 2021

- Selected for a full stack JavaScript training program, as one of 125 students out of 400+ applicants
- Learn to build and test business applications with in-demand technologies like React, Node + Express, and PostgreSQL as well as industry best practices for design, implementation, and deployment such as MVC, version control with Git/GitHub, agile & Scrum with Trello and Slack, test driven development, and CI/CD Worked on team to develop a business application

### **College of Staten Island, Department of Modern Languages**

IT College Assistant

Staten Island, NY

June 2019 – May 2022

- Assist students and faculty with technology-enhanced assignments
- Troubleshoots computers, printers, tables, A/V peripherals, podiums, projector
- Handled all administrative tasks from students and faculty in a fast-paced environment.
- Utilized Adobe Reader Dc, Microsoft Office to register and keep track of student attendance and level
- Manage data in Excel of student language placement and user information
- Supervise and proctor with faculty computerized examinations
- Assist managing online databases, electronic calendars, and administrative procedures

### **Keyfood Supermarket**

Sales Associate - Customer Service

Staten Island - NY

October 2017 – October 2021

- Act as main support for the service advisors and service management team.
- Creating and maintaining a welcoming environment for the service department.
- Greeting and directing all service clients, and incoming service phone calls.
- Handling cash and taking credit card payments.
- Scanning repair orders and maintaining electronic files.