

# Misael Amador Gonzalez

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I am a recent Computer Science graduate currently based as a higher education Apple hardware repair technician. I am certified in diagnosing and repairing iPads and Macs for students and staff as well as acting as an IT point of contact.

As a Bay Area native, I am eager to become involved in the rapidly growing environment surrounding software technologies. I would like the opportunity to specialize in fields such as cloud computing, database administration, cybersecurity, mobile app development, or backend engineering.

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## Education

### California State University, East Bay

Bachelor of Science, Computer Science

Minor in Mathematics

**Relevant Coursework:** Data Structures and Algorithms, Python, Object Oriented Design, Linux, Operating Systems, Software Engineering, Automata and Computation, Computer Architecture, Website Development, Analysis of Algorithms, Computer Networks, Database Architecture, Security & Info Assurance, Mobile Programming, Artificial Intelligence

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## Employment History

### Follett Higher Education - Apple Technician Lead

December 2020 - August 2025 | Hayward, CA 94542

- Certified Apple Technician specialized in Apple Global Service Exchange software involving creating & updating repair tickets, analyzing & ordering device components, and servicing recommendations
  - Conduct advanced device hardware repairs including screen, camera module, battery, and button replacements and adjustments for iPads and Macs
  - Utilize GSX diagnostic tool to identify potential hardware and software issues resulting in customized solutions based on Apple quality standards
  - Perform comprehensive component testing using electrical stimulation for logic boards, flex cables, T2 security chips, and System Management Controller units
  - Deliver quality remote and in-person technical support to customers utilizing Apple standardized IT procedures
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## Projects

### Handy Mobile Application - Android Studio, Java, Firebase, XML, SharedPreferences

Built an Android app for managing household tasks with user login, calendar scheduling, profile editing, and password recovery. Used Firebase for authentication and SharedPreferences for saving user data across sessions.

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## Technical Skills

**Programming Languages:** Python, Java, C++, Ruby.

**Web Development:** HTML, CSS, JavaScript, React, JSON, Node.js, Express.js, TypeScript, Git.

**Databases:** Google Firebase, Google Cloud, MongoDB, MySQL.

**Software Development:** Linux/Unix, Testing, Android Apps, Software Development Life Cycle, Agile.

**Development Tools:** Visual Studio, Github, Microsoft Office, JetBrains IDE, Android Studio.

**Additional Skills:** Problem Solving, Written and Communications skills, Strong Analytical and Reasoning.