

# Christopher Michael Gonzalez

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## Education

### New York City College Technology (Expected Fall 2025)

- Bachelors of Tech Computer Systems Technology Degree

Relevant Coursework: Algorithms, Software Engineering, Deep Learning, Cybersecurity, Database

### Year Up United (September 2023-July 2024)

- Software Development Certificate: Full Stack Development

### Borough of Manhattan Community College (September 2019-Graduated June 2022)

- A.A.S Computer Information Systems Degree
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## Experience

### Fiserv

#### Customer Service Intern

Berkley Heights, NJ

January 2024-July 2024

- Collaborated with IT technicians using Teams and troubleshooting applications to resolve 300+ complex customer issues weekly, dedicating 50% of communication time to improving coordination.
  - Resolved an average of 60 user experience issues per day for unemployed and disabled individuals, utilizing accessibility tools to deliver tailored solutions, resulting in an increase in user satisfaction
  - Communicated directly with customers to address card-related issues and website functionality concerns, guiding them through troubleshooting steps to ensure efficient issue resolution and platform reliability.
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## Projects

### Password Encryption Tool (Java, Swing, Maven)

- Developed a GUI application in Java for password encryption and decryption using AES, DES, and RSA encryption methods. Implemented secure file storage for encrypted data.
- Built secure data storage and encryption, which highlights my understanding of data integrity and security principles crucial for managing sensitive information within data pipelines.

### NBA Player Performance Prediction (Machine Learning, Python, Pandas, Matplotlib)

- Developed a model to predict NBA players' points per game using Linear Regression and Random Forest; achieved more accurate results with Random Forest by capturing complex patterns in player performance.
- Created visualizations to show the impact of different stats on scoring, identifying Game Score as the top factor in predicting points.

### NBA Chatbot (Python, APIs, JSON)

- Created a Python-based chatbot that pulls real-time NBA player stats from external APIs, processes JSON data, and interacts with users to provide customized insights.
- Enhanced chatbot accuracy and user experience by structuring data effectively, implementing error handling, and validating user inputs for reliable, customized responses.

### Social Engineering Tool Kit (Linux, SET)

- Configured and deployed a credential harvesting mock website using the Social-Engineer Toolkit (SET) on a Kali Linux environment.
  - Simulated a phishing attack by creating a fake Google login page, capturing test credentials securely
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## Certifications

Google Coursera Data Analytics | Google Coursera BI | Year Up Software Development Certificate | Year Up CIS 301 Software Testing | Year Up CIS 101 Computer Applications | CodePath Cybersecurity |

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## Skills

**Programming:** HTML | CSS | JavaScript | React.js | Node.js | Django | PHP | Python | Java | MY SQL | No SQL | Access | Oracle | Mongo DB | R | Statistics | Google Analytics | Algorithms | JSON | APIs | Machine Learning | Shell Scripting | Agile | Network Basics | Pandas | Data Analytics | Technical Writing |

**Data Visualization Tools:** Tableau | Power BI | Excel | Google Sheets |

**Tools:** Git | GitHub | PowerShell | Linux | Windows OS | MS Teams | MS Word | PowerPoint | VS Code | Spark | Azure | AWS | Virtual Box | Google Cloud |

