

# MARCO GONZALEZ

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Bachelor of Computer Information Systems graduate. Seeking a full-time position utilizing my four years of education and experience in Computer Information Systems and a passion for development. I am eager to bring my technical skills, creativity, and attention to detail to contribute to the growth and success of a dynamic organization.

## SKILLS

- **Web Development:** Experience with HTML (markup and semantics), CSS (styling and box models), APIs, Javascript, React, Node, Express, and Tailwindcss.
- **Computer programs:** Visual Studio Code, Microsoft Office (Excel, Word, PowerPoint, and Project), Video editing (Sony Vegas), Music Production (FL Studio), Video conferencing (Google Meets).
- **Technical:** Used Python, the Pygame module, and Tiled to create a fully functioning 2D platformer game with 20 unique and themed levels, music, and sound effects.
- **Github:** Hosted multiple coding projects, collaborated with teams, and merged branches.
- **Teamwork/Collaboration:** Successfully led over 10 small student project groups during my university career, including a project team that created a thoroughly planned project with over 400 tasks using Microsoft Project.
- **Communicator:** Effectively communicated machine errors and part defects to the shop manager in a timely manner, reducing the amount of material wastage.
- **Databases:** Experienced with MYSQL, normalization, and queries.
- **Customer Service:** Interacted with and assisted 1200+ clients with software and hardware issues, providing sustainable solutions.

## EDUCATION

Bachelor of Computer Information Systems | Mount Royal University | Calgary, AB

- Program GPA of 3.7 | On the President's Honour Roll list.
- 3 years of experience in - Web Development, Databases, Data Structures, OOP, etc.

## RELEVANT COURSEWORK

- Successfully worked in a small group to develop a simulation of a database for a banking system, incorporating transaction logging and rollback capabilities.
- Implemented data structures such as hash tables to map satellite information, resulting in improved data organization and faster search and retrieval times.

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- Produced a fully functioning and secure website to pull information and display photos from an API, and allowed users to create an account and save images; used HTML, CSS, JavaScript, PHP, SQL, and GitHub.
- Designed and implemented an elevator program using object-oriented programming, creating classes for elevators, floors, and passengers to simulate real-world elevator behavior. Utilized inheritance, encapsulation, and polymorphism to create a flexible and scalable solution.
- Built a website that displays movie information, with the ability to filter (by title, release year, or genre), add to favorites, and view single movie information using React, Javascript, Tailwindcss, and HTML.

## WORK EXPERIENCE

Service Desk Analyst I, Internship | Alberta Health Services | Calgary, AB  
(May 2023 to August 2023)

- Resolved 1200+ customer issues and complaints while displaying strong communication and interpersonal skills.
- Communicated resolution information and provided on-the-spot learning to the client to reduce callbacks and repeat issues.
- Analyzed clients' technical concerns to determine their specific issues and customized solutions that fit their requirements. Consistently delivered precise and effective resolutions, while ensuring client satisfaction.
- Developed and maintained knowledge of AHS-specific software (i.e. Ivanti, Connect Care, ServiceNow) and shared this knowledge with customers to promote computing literacy, efficient use of technology, and a high level of customer service.

Machine Operator, Seasonal | Cheema Tool and Manufacturing Ltd. | Calgary, AB  
(July 2017 to August 2022)

- Ensured machines were set up correctly, working well, and producing quality products quickly and efficiently; operated machines as directed.
- Followed on-site safety procedures and properly used safety equipment—calibrated tools to ensure proper measurements.
- Demonstrated ability to learn new machine operations and adjust machine parts to meet specific instructions; accurately measured machined parts to specifications according to engineer drawings.
- Worked effectively and efficiently autonomously, utilizing strong time management and organizational skills to complete tasks accurately and with attention to detail.

## INTERESTS

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- Produced, mixed, and mastered over 150 songs, releasing various songs across multiple platforms, and worked with an artist, vocalist, and sound engineer for a successful release.
- Produced, edited, and released over 600 videos that have been published online and viewed over 100,000 times.
- Designed and developed several video games using the Python Pygame module including a 2D platformer, a vertical shooter, a Breakout-like game, and a 2D adventure game.
- Currently learning C++, Java, Python, and Javascript on Hackerrank.