Andrew DiGeronimo

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Summary

Armed with a solid Computer Science background from Fairleigh Dickinson University and hands-on experience at Apple, I excel in technical problem-solving and delivering high-quality customer service under pressure. My track record includes leading teams to record sales and resolving complex technical issues, enhancing customer satisfaction and loyalty. Skilled in Java, C++, Python, and HTML/CSS, I adeptly craft solutions, having developed projects like websites and databases, while continuously refining my skills for professional and project enhancement.

Education

Fairleigh Dickinson University   Teaneck, New Jersey
Master of Science - MS, Computer Science   May 2023
Bachelor of Science - BS, Computer Science   May 2022

Projects

HueVision https://www.andrewdigeronimo.com/projects

- An app designed around the spatial VisionOS interface to control Philips Hue lights using Apple Vision Pro.
- Features Hue Bridge discovery and pairing functionality, secure saving of API credentials in Keychain, and a responsive UI designed using an MVC architecture pattern.

FlappyBirdCPP https://github.com/AndrewDiGeronimo/FlappyBirdCPP

- Recreated the classic Flappy Bird game using C++ and DirectX Toolkit, focusing on an authentic replication of the original gameplay.
- Engineered game mechanics such as gravity effects, dynamic pipe generation, and a game-over scenario, complete with a high-score tracking system

Employment History

Apple, Inc.   September 2021 – Present
Technical Specialist
East Rutherford, New Jersey   April 2023 – Present

- Deliver outstanding technical support to customers by utilizing expertise in Apple products and services to efficiently resolve various hardware and software issues, consistently maintaining a 96% customer satisfaction rate.
- Demonstrate exceptional problem-solving skills by diagnosing and troubleshooting complex technical issues, resulting in increased customer satisfaction and loyalty.
- Direct and facilitate morning meeting sessions focused on developing solutions and initiatives for troubleshooting and repair, significantly enhancing team alignment and operational outcomes.

Sales Specialist
Paramus, New Jersey   September 2021 – April 2023

- Warmly greeted and engaged customers, promptly addressing their inquiries and requirements to ensure a seamless and positive experience.
- Delivered personalized solutions for both individual customers and businesses, aligning with their unique needs and preferences.
- Conducted interactive product demonstrations, highlighting key features and addressing customer inquiries, resulting in a deeper understanding of product offerings and driving informed purchasing decisions.

Chick-fil-A   October 2017 – September 2021
Team Leader
Teterboro, New Jersey

- Spearheaded store leadership, achieving record sales during critical dayparts through effective oversight and strategic management, underscoring a commitment to operational excellence and revenue growth.
- Entrusted with managing escalated guest service situations, addressing them professionally and respectfully.