Miami, Florida

JONATHAN FERNANDEZ

(305) 281-8762
jonathanfer00@outlook.com
www.jonathanfernandez.dev

www.github.com/jhonny0

EMPLOYMENT

Application Support Analyst	**Harvard Maintenance**	**March 2023 - Current**

- Provided critical technical support and conducted root cause analysis to mitigate recurring issues, improving application performance, and enhancing user experience.
- Collaborated closely with the development team to implement code fixes for critical bugs, contributing to a 15% reduction in customer support tickets.
- Developed and maintained user training programs and knowledge base articles, reducing support ticket volume by 15% and improving user satisfaction scores by 25%.
- Automated repetitive tasks using Python, enhancing team productivity by 30%.

IT Support	**Activus Connect**	**Jan 2021 – Dec 2022**

- Performed internal vulnerability scans to harden owned systems against intrusion and malicious activity.
- Responded to assistance requests from 50+ daily users and directed individuals through basic troubleshooting tasks.

EDUCATION

Miami, FL	**Florida International University**	**2022 – 2023**

- **Major:** Computer Science, B.S.
- **Programming Coursework:** Software Engineering, Database Systems, Algorithms & Data Structures, Operating Systems, Machine Learning
- **EE Coursework:** Programming Languages, Computer Architecture, Software Testing, Calculus II

Miami, FL	**Miami Dade College**	**2019 - 2022**

- **Major:** Computer Science A.A.

SOFTWARE PROJECTS

Personal Website: www.jonathanfernandez.dev

- **Object Detection Web Application** (2023):
  - Engineered a web application that utilizes TensorFlow to detect and highlight objects in real-time from a webcam feed.
  - Integrated TensorFlow's object detection API with Flask to serve the model and process video frames.
  - Enhanced user experience by developing a responsive front-end using HTML, CSS, and JavaScript.
  - **Utilized**: Python, Flask, TensorFlow, JavaScript, HTML/CSS, Firebase Hosting, Domain Configuration, Real-time Video Processing.
- **Desktop-based Object Detection System** (2023)
  - Designed a Python application leveraging TensorFlow's object detection capabilities to identify and annotate objects in real-time from computer webcam input.
  - Seamlessly integrated OpenCV to capture and process video frames, enhancing the application's efficiency and responsiveness.
  - Incorporated TensorFlow's object detection API to accurately identify and label various objects, displaying the results directly on the video feed.
  - **Utilized**: Python, TensorFlow, OpenCV, Real-time Video Processing.
- **Web Scraping Software (2023):**
  - Developed a Python-based solution using Beautiful Soup and Selenium to efficiently extract and parse data from web pages, turning raw HTML into structured datasets.
  - **Utilized:** Python, Beautiful Soup, Selenium, SQLite, Web Data Extraction.

Languages and Technologies

(**Proficient**): Java, Python, SQL, HTML/CSS, Git (**Familiar**): C++, JavaScript, TensorFlow, ForgeRock, MongoDB