Jacob Silva

(909) 727-2420 | jacobsilva2u@gmail.com
LinkedIn | Github

EDUCATION

San Diego State University   **Expected Graduation: May 2026**
Bachelor of Science - Computer Science

Certifications
- Python for Data Science, AI & Development, Foundations of Project Management, Introduction to Front-End Development

WORK EXPERIENCE

Apple   **Jan 2025 - Jun 2025**
Software Quality Assurance Automation Engineer Intern
- Develop and implement automated testing frameworks for the "Find My" feature across Apple devices.
- Test functionality under various conditions to ensure system reliability.

Apple   **Jan 2024 - Dec 2024**
IOS & MacOS College Advisor
- Deliver outstanding professional customer service and technical support for Apple products and software.
  - Help thousands of customers, focusing on repairing customer-company relationship, resulting in a high customer satisfaction rate, exceeding company standard.
  - Educate customers on new features, tips, and tricks to better use their devices and software.
- Worked with 19 team members to create advisor strategies and techniques, resulting in a 260% reduction in time between calls and a 2% increase in customers reached.
- Surpassed company performance goals in Average Call Time, Time Between Calls, Schedule Adherence, and Issue Resolution.

Aztec Shops   **Oct 2022 - Dec 2023**
Food Service Associate
- Maintained high efficiency in assembling and preparing food orders, constantly serving over 100 customers per hour.
  - Generated a company record of $4,500 of profit in a 2 hour span.
- Delivered top performance, ensuring food quality, timely delivery, and building team chemistry.
- Trained new hires to collaborate effectively and produce high-quality and efficient output.

El Pollo Loco   **Feb 2021 - Aug 2022**
Shift Lead
- Led a team of employees to deliver exception customer service to over 500 customers daily.
  - Ensuring smooth operation and high customer satisfaction.
- Consistently upheld high service standards for all customers, fostered a positive dine-in and drive-thru experience for all customers.
- Managed and maintained an average customer-at-window time of 2 minutes or less, optimizing efficiency during peak hours.

PROJECTS

Pong App (Swift)
Just Pong
- An ad free experience for the classic game we all know and love.
- Classic pong with difficulty levels, and no interruptions.

2048 AI Agent (Python)
2048 AI
- Expectimax AI Agent implemented visually with a 2048 Python clone.
- Visually displays the AI's moves to see how the agent attempts to solve the puzzle.

SKILLS

Development Tools
- Xcode, Visual Studio Code, Github, PyCharm, Adobe Photoshop, Jupyter Notebook

Languages
- Java, Python, SwiftUI

Additional Skills
- Customer Service, IOS, MacOS, Leadership, Team Development and Training, Project Management