John Hamwi

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EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY   **Manchester, NH**
Major in Computer Science; Minors in Mathematics and Graphics Design   *September 2020 - February 2025*
Relevant Coursework: Data Structures & Algorithms, Operating Systems, Object Oriented Programming.

NORTH READING HIGH SCHOOL   **North Reading, MA**
Relevant Coursework: Web Page Design, Robotics, Intro to Programming, Graphics Design.   *July 2016 - May 2020*

WORK EXPERIENCE

APPLE   **Cupertino, CA**
Software Engineer   **Jan 2025 - Current**
- Develop and execute test plans for HomeThread and ecosystem-related software to ensure stability and performance.
- Collaborate with cross-functional teams to identify, isolate, and resolve software defects, contributing to the quality assurance process for Apple's smart home ecosystem.
- Utilize automation frameworks and scripting to streamline testing processes and improve efficiency in software validation.

APPLE   **Salem, NH**
Tech Specialist   **May 2022 - Jan 2025**
- Diagnosed and resolved hardware and software issues, consistently achieving high customer satisfaction.
- Excelled in fostering trust and building strong relationships within the Genius Bar team, enhancing team dynamics, and facilitating open, honest feedback through interpersonal savvy.
- Strong ability to communicate clearly and empathetically with customers, ensuring understanding and satisfaction.

PROJECTS   Github: *github.com/JohnHamwi*

WEMOD
- Developed a Python tool integrating WeMod with Steam on Linux, enabling seamless game mods with a user-friendly interface, secure compatibility, and regular community-driven updates.

MOVIE RECOMMENDER
- Created a Java movie recommender using machine learning to analyze synopses and generate personalized, curated recommendations, enhancing user experience.

ADDITIONAL INFORMATION

Technical Skills: Java, Python, C, C++, Lua, HTML5, Xcode, Git.
Languages: Fluent in Arabic and English; Conversational in French.
Awards: Massachusetts Foreign Language Association Board of Directors Awards: French & Arabic (May 2019).