

NATALIE APONTE

☎ (813) 523-3954 | ✉ Naponte397@gmail.com | Tampa, FL | <https://natalieaponte.com>

Skills

Languages: C++, Python, HTML, CSS, JavaScript

Technologies: React, Linux, SQL, Git, Flask,

Language Skills: English (Native), Spanish (Intermediate)

Education

Bachelor of Science Computer Science

University of South Florida | Tampa, FL

Expected December 2026 | GPA: 3.5/4.0

Relevant Coursework: Data Structures | Computer Logic and Design | Computer Architecture | Computer Organization | Program Design | Calculus I and II | Physics with Calculus I and II

Clubs: Society of Competitive Programmers, Hackabull, VEX Robotics

Experience

Apple

Technical Specialist | August 2024-Present

- Consistently exceeded my 3.33 target by averaging 3.8 customer support sessions per hour while maintaining a 90% customer satisfaction rating
- Delivers exceptional customer service by troubleshooting hardware and software issues for Apple devices
- Manages device diagnostics and system restorations, maintaining compliance with Apple's quality standards and privacy protocols.

Code Ninjas

Code Sensei | January 2024- August 2024

- Taught coding and STEM concepts to students in a fun, interactive environment using JavaScript, game development, and robotics curriculum.
- Created engaging lessons that fostered problem-solving skills and creativity, while mentoring students to build confidence in technology.
- Communicated progress and milestones to parents, addressing questions and providing constructive feedback. Maintained a clean, organized learning space, supported daily center operations, and collaborated with team members to ensure a positive learning experience for all participants.