

# Ernest Essuah Mensah

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## EDUCATION

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### University of Maryland

College Park, MD

B.Sc. Computer Science

May 2021

Relevant coursework: Advanced Data Structures, Algorithms, AI, Computer Systems Architecture, C Programming, Calculus, Discrete Structures, Computer and Network Security, Java Programming, Linear Algebra, iOS development.

### Community College of Baltimore County

Catonsville, MD

A.Sc. Computer Science

August 2015 - May 2018

Activities and Societies: Dean's list (Spring '16 and '17 semesters), Math and Computer Inspired Scholars (MCIS), Phi Theta Kappa

## WORK EXPERIENCE

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### Apple

Columbia, MD

Genius

October 2017 - Present

- Diagnose and rectify software and hardware issues on macOS and iOS devices using systematic troubleshooting and Apple support tools.
- Follow repair guides to perform repairs on Macs and iPhones with same unit repair rates consistently above 95%.
- Utilize CRM tools to log concise repair notes resulting in effective communication with teammates and customers.

### Apple

Remote

Software Engineering Intern

June 2021 - November 2021

- Converted existing Java test suites to Karate which saw a reduction in build and test times by 20%.
- Identified and implemented new test cases for APIs that iOS, iPadOS and macOS devices communicate with, increasing test coverages by over 40%.
- Laid the groundwork for writing future tests with Karate by creating design documents.

### University of Maryland iSchool

College Park, MD

Software Engineer / Research Assistant

December 2019 - May 2021

- Collaborated with [Jonggi Hong](#) and [Hernisa Kacorri](#) to further work on a teachable object recognizer mobile app that assists blind individuals identify objects using ML.
- Designed and implemented the UI of the app, adhering to accessibility standards set by Apple and the accessibility community.
- Co-authored papers that were presented at ACM ASSETS and CHI conferences.
- Led pilot studies to garner user feedback.

## PROJECTS

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### Wigclub | Swift, Firebase, Node.js

- Designed and built to production an iOS app with over 1K users for my sister's business that deals in the sale of hair and beauty products.

### Unix shell and Filesystem | C

- Built a command line application that simulated the UNIX shell and filesystem with efficient memory management.
- Added support for files and directories with custom data structures.

### My Library | React.js, Node.js, Express, PostgreSQL

- Designed and built a full-stack web application for cataloging books.
- Leveraged data from Google's Books API.

## LANGUAGES & INTERESTS

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**Languages and Tools:** C, Java, Swift, Python, Ruby, JavaScript (React.js, Node.js), NPM, HTML5/CSS, Bootstrap, SQL (PostgreSQL, MySQL, NoSQL), REST, Karate, Git, Terminal, iWork Suite, MS Office Suite.

**Interests:** Working out, Outdoors, Concerts, Travel, Movies