ALLEN CHEN

Tampa, FL | (813) 812-0633 | Chenallen2001@gmail.com | linkedin.com/in/allenmotions

EDUCATION

Bachelor of Science in Information Technology Expected Jul 2025
University of South Florida (USF) – Tampa, FL
Cumulative GPA: 3.79/4.0
Relevant Coursework: Cloud Computing, Systems Administration, CyS Biometrics, Database Systems, IT Concepts, Data Structures
Involvement: H.U.G. Reading Club — President & Senior Tutor Trainer

EXPERIENCE

Data Intern / Tutor Trainer – Help Us Grow Reading Program (H.U.G.) – Remote Oct 2023 – Jul 2025
- Trained 300+ volunteers (from Salesforce and Zoho CRM) to support 300+ students in one-on-one virtual sessions, increasing each student's vocabulary by 3 new words per week.
- Assessed student reading scores, missed words, and tutor performance data using MySQL and Excel; delivered monthly insights guiding personalized strategies for 100+ students annually, resulting in 25% growth in state reading exam scores.
- Built and maintained Excel dashboards to track tutor sign-ons, attendance, and student progress trends; influenced data-driven decisions that enhanced program efficiency and resource allocation.

Student Assistant – Hillsborough Community College – Ruskin, FL Aug 2021 – May 2023
- Monitored student attendance data for campus events using Excel, including Back-to-School Fair with 100+ attendees, improving program reporting accuracy.
- Designed and presented a PowerPoint strategy in board meetings, contributing to a 10% increase in event participation.
- Facilitated event coordination and front-desk operations, enhancing student engagement and ensuring smooth program delivery.

PROJECTS

Boba Tea Sales Dashboard – Data Analytics Project Jun 2025 – Jul 2025
- Uncovered sales trends by analyzing daily data from 300 orders using Excel pivot tables and charts, providing insights on drink types, add-ons, and loyalty tiers to inform strategy.
- Imported and cleaned 300 daily orders in PostgreSQL via DBeaver and built Power BI dashboards visualizing $1,500+ revenue, inventory levels, and customer purchase trends.
- Documented data workflows, cleaning processes, and dashboard logic to ensure reproducibility and support future analysis enhancements.

ASL-to-Speech Interpreter App – Python Project Apr 2025 – Jun 2025
- Collected and processed live gesture landmark data using Python (MediaPipe), achieving 95% accuracy and sub-0.5s latency.
- Trained and evaluated gesture classification models, addressing repeated gestures and multi-hand detection challenges through data-driven optimization.
- Deployed a full pipeline integrating real-time computer vision and speech synthesis, leveraging data to enhance accessibility.

Multimodal Machine Learning for Biometric Authentication – CyS Biometrics Jan 2025 – May 2025
- Processed 2,000+ palmprint and facial image samples using Python (NumPy, OpenCV) to extract geometric and textural features for biometric data analysis.
- Evaluated score-level fusion methods integrating face and palmprint data, enhancing overall system accuracy and robustness under occlusion scenarios.
- Assessed and compared classifier performance (Logistic Regression, SVM, KNN) using detailed score distributions and error metrics to inform data-driven decisions on model selection.

CERTIFICATIONS

Google Data Analytics Professional Certificate – Coursera Jul 2025

SKILLS

Data & Analytics Tools: Zoho CRM & Analytics, Power BI, Excel, DBeaver, Salesforce
Cloud & Platforms: AWS (EC2, S3, IAM), Azure, Docker, VMware, Jira, Active Directory, Google Workspace
Programming & Scripting: Python (NumPy, Pandas, Scikit-learn, OpenCV, MediaPipe, TensorFlow), SQL (MySQL, PostgreSQL, Oracle), JavaScript, R Programming, PowerShell, Bash
Soft Skills: Cross-Team Communication, End-User Training, Technical Troubleshooting, Process Documentation, Customer Service