

# ALLEN CHEN

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## EDUCATION

### Bachelor of Science in Information Technology

University of South Florida (USF) – Tampa, FL

Cumulative GPA: 3.77/4.0

Relevant Coursework: Cloud Computing, Systems Administration and Maintenance, CyS Biometrics, Database Systems, IT Concepts

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 – Present

- Conceptualized and launched a virtual reading program utilizing Zoom, catering to 30+ students weekly in a one-on-one setting; improved student reading comprehension scores by an average of 3 words learned per week.
- Trained and certified 120+ tutors online across 16 annual literacy sessions for grades 1–3, enhancing instructional delivery and 10% improvement in elementary reading proficiency based on state literacy benchmarks.
- Analyzed tutoring performance data using MySQL outputs and Excel, delivering monthly reports that supported personalized strategies for 100+ students.

### Student Assistant – Hillsborough Community College – Ruskin, FL

Aug 2021 – May 2023

- Managed daily administrative tasks, including scheduling appointments and managing correspondence for 50+ students and faculty; maintained a 95% satisfaction rate based on feedback surveys.
- Coordinated and promoted campus events, averaging 50+ attendees, by creating process plans and timelines aligned with academic calendars.
- Designed 100+ digital flyers and visual materials using Adobe Photoshop, Canva, and data-informed decisions from Excel reports, increasing event turnout by 25–30% year over year.

### Technical Support Volunteer – United Methodist Church – Sun City Center, FL

May 2021 – Present

- Diagnosed and repaired hardware, software, and network connectivity problems for local organizations, utilizing remote desktop tools that minimized downtime and restored full functionality within 45 minutes on average.
- Established new devices, configured systems, and educated 25+ users monthly on basic technology usage, ensuring long-term stability and minimizing repeat issues.
- Pinpointed failing hardware components in over 50+ devices monthly, executed necessary software updates, and advised on suitable device upgrades, directly contributing to 95% satisfaction rating among users.

## PROJECTS

### ASL-to-Speech Interpreter App – Python Project

April 2025 – June 2025

- Developed a real-time ASL-to-Speech translation system using Python and MediaPipe, achieving a gesture recognition accuracy rate of 95% and reducing interpretation latency to under 0.5 seconds.
- Applied machine learning techniques to train and optimize hand gesture classification models, improving accuracy while addressing challenges in repeated gestures, multi-hand detection, and real-time processing.
- Built a full pipeline application integrating computer vision and speech synthesis for seamless human-computer interaction, improving accessibility through AI-powered gesture interpretation.

### Multimodal Machine Learning for Biometric Authentication – CyS Biometrics

Jan 2025 – May 2025

- Engineered and implemented a score-level fusion algorithm for facial and palm print verification, boosting overall recognition accuracy to 94%
- Processed and extracted features from 2,000+ raw palm print and facial images using Python, NumPy, and OpenCV; trained and tested classifiers (Logistic Regression, SVM, KNN) with scikit-learn, benchmarking performance across models.
- Streamlined data processing pipeline using Python scripts, improving feature extraction speed by 25%; enabled faster model training and reduced overall system latency by 10%

## SKILLS

**Tools & Platforms:** Zoho CRM, Google Workspace, Microsoft Office Suite (Word, Excel, PowerPoint, Access), AWS (EC2, S3, IAM), Azure, Docker, Jira, Active Directory, Power BI, DBeaver, Salesforce

**Programming & Scripting Languages:** Python, JavaScript, TypeScript, PowerShell, MySQL, PostgreSQL, SQL, CMD

**Soft Skills:** Cross-Team Communication, End-User Training, Technical Troubleshooting, Process Documentation, Customer Service