Bernie Zhong

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Education

Undergraduate at the University of Maryland   *College Park, MD*
BACHELOR OF SCIENCE, INFORMATION SCIENCE   *May 2021*
- Relevant coursework: Introduction to Probability Theory, Linear Algebra, Introduction to Information Science
- Coding Courses: Introduction to Python, Intermediate Python, Databases, Web Development Bootcamp, Object Oriented Programming, Introduction to C++

Experience

UMD Division of Information Technology   *College Park, MD*
ASSISTANT LEAD   *Aug 2019-Current*
- Issued tickets and kept records of customer issues, interactions, and a summary of how their issue was resolved via the ticketing system ServiceNow
- Resolved over 20+ client technical issues daily by clarifying the customers issue, and taking proper steps needed to solve the problem using directory search, along with the screenshare software LogMeInRescue to allow remote access

UMD Web Development   *College Park, MD*
Academic Peer Mentoring   *Jan 2021- Current*
- Managed a team of web developers and helped refine their HTML, CSS, and JavaScript skills while answering any technical issues or misunderstanding of code
- Improved course content to help students better understand web development, while ensuring the course contains relevant and up to date information

UMD Public Policy   *College Park, MD*
STUDENT ASSISTANT   *Sept 2019-Current*
- Organized and managed paper works of international students looking to transfer into the University while highlighting skillsets/experience that standout
- Prepared directed weekly graduate meetings to discuss changes required to enhance the public policy program experience while planning engaging events to promote our program

Programming Projects

College Degree Income Analysis
COLLEGE MAJOR AND SALARIES
- Built a recommendation system using pandas to recommend college majors based on salary data
- Analyzed trends using plots created by Matplotlib, while scanning databases using Python, and SQL

Auto Checkout Bot
SUPREME BOT
- Completed an auto check chrome extension that allows for faster check out while shopping
- Implemented the programming using Python, CSS, HTML, along with JavaScript to create a quick automated bot

UMD Schedule Search
UMD Schedule builder review
- Programmed a web page using the API from UMD.io and PlanetTerp to compile reviews of professors, and course descriptions to allow students a better understanding of what to expect throughout the course
- Implemented the programming using HTML, CSS, and JavaScript to create an all in one website compared to having PlanetTerp along with UMD's database open

Skills

Front end	Programming languages	Python Libraries
• HTML	• Python	• Pandas
• CSS	• React	• Matplotlib
• JavaScript	• SQL	