

Charlene Tran

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EDUCATION

California State University of Long Beach

August 2021 - December 2024

B.S. in Computer Science | GPA: 3.8/4.0

Honors: Magna Cum Laude, President's Certificate of High Scholastic Achievement

Relevant Courses: Software Development Life Cycle, Software Development/Management, Machine Learning, AI, Cybersecurity, Database Fundamentals, Object Oriented Application, Operating Systems, Data Structures, Algorithms

TECHNICAL SKILLS

Programming Languages: Python | C# | Java | C++ | JavaScript | SQL | HTML | CSS

Databases: Microsoft SQL Server | PostgreSQL | MySQL | MongoDB | Supabase | Oracle

Frameworks/Tools: .NET | ASP.NET Core | React | React Native | Flask | Django | Azure | AWS | Git | Jira | Node | VMware | Windows/IOS | Linux | MS Defender | Active Directory | Microsoft Suite | Salesforce

EXPERIENCE

Software Support Technician | LCPtracker

March 2025 - Current

- Provided technical support for the company's cloud-based SaaS platform by diagnosing and resolving software issues using system admin tools to replicate user sessions.
- Analyzed reported issues, identified recurring patterns, and collaborated cross-functionally with internal teams and external contractors to enhance platform performance and meet business needs.
- Managed customer interactions through Salesforce and multiple web applications, ensuring accurate documentation and timely resolutions.

Information Security Student Assistant | California State University, Long Beach

June 2024 - January 2025

- Conducted third-party risk assessments and documented Standard Operating Procedures (SOPs) to support compliance and improve team efficiency.
- Created and executed installation scripts, contributing to automated system configurations and improved deployment efficiency.
- Improved IT security by testing group policies in VMware, identifying system vulnerabilities, and strengthening Active Directory monitoring to support cybersecurity compliance.
- Generated statistical reports using Excel pivot tables to analyze ticket trends and user data for informed decision-making.

Application Developer Intern | BearClaw Gaming

September 2024 - January 2025

- Developed a React Native tournament dashboard, closely following Figma design and ensuring responsiveness.
- Built and maintained C# APIs and controllers, adhering to SOLID principles and industry best practices to ensure scalable, maintainable backend architecture.
- Designed MySQL database schemas, wrote complex queries for data retrieval and business logic.

PERSONAL PROJECTS

SyncZone | Emotion Recognition Software

March 2024 - December 2024

- Implemented a calendar scheduling feature using React Native Calendar, streamlining event management for users.
- Wrote efficient Supabase queries to handle data retrieval and storage, ensuring seamless integration with real-time chat and calendar functionalities.

MelodyMind | MarinaHacks 2024

October 2024

- Earned first place by creating an AI-powered musical assistant that analyzes user emotions through speech tone, delivering personalized music recommendations using the Spotify API.