CHUAN CHEN

New York, NY | (917)-605-6373 | chuan.chen.info@gmail.com | https://github.com/Chuan-Chen | https://self.nauhc.dev

EXPERIENCE

IT Specialist   April 2024 – Present
Weee!
- Maintain IT tickets through Jira / Atlassian.
- Monitor and diagnose issues related to network.
- Managed Aps, MDFs, IDFs through Unifi, Cisco Meraki, and Mist.
- Tracking IT Assets through AssetTiger. Including adding new devices, modifying current devices.
- Diagnosed and maintained P800 series automation robots. Including pushing updates and firmware, swapping broken robot parts, and ordering said parts.
- Fixing broken laptops, PDAs, and printers.
- Setting up new devices through required specifications.
- Setting up Zoom meeting rooms insuring and maintaining functioning audio and video.

IT Support / College Programming Tutor   Jan 2020 – April 2024
Center for Tutoring and Academic Support
- Aided with tech related issues that tutors had with their computers.
- Worked with IT in assisting with front-end and debugging.
- Executed timekeeping and sorting tasks with Python.
- Streamlined the Centers' database by implementing a new prototype deployment system, leveraging Visual Basics to identify students; achieved a 60% reduction in data entry errors and saved 20+ hours per week in manual data processing.
- Collaborated with the tutoring center to amplify the visual appeal of the tutoring section on the website and enhanced the documentation of all modifications made to the form and function of that website segment.
- Simplified complex concepts for better understanding.

C++ Tutor @ RFCUNY   Sep 2019 – May 2020
Research Foundation the City University of New York
- Delivered comprehensive feedback on student activities and progress after each session, leading to an average 10% increase in student performance within one month.
- Encouraged and motivated students to transform their understanding of C++ concepts and reach a deeper level of comprehension.
- Developed a clarified plan for each individual student, including assessing their proficiency level and understanding their learning goals.
- Maintained contact with students through email to streamline communication and ensure ongoing support.

EDUCATION

Associate in computer science and information Security   July 2018 – Dec 2020
CUNY – Queensborough Community College
Bachelor of Art in Computer Science   August 2020 – Dec 2023
CUNY – Queens College

TECHNICAL SKILLS

OS: Windows 11 | Windows 10 | Windows 7 | Linux |
Language: CSS | HTML5 | JavaScript | Java | C++ | Python | SQL | MongoDB |
Software/Tools: NodeJS | Express | React | Redux | Styled Components | SASS| Git | Docker |

PROJECTS

DeShop (Shop Mockup)
Visit site @ https://shop.nauhc.dev/
Using the Fetch API to dynamically retrieve items and display them on the shop subpage through React Router, this project has been Optimized with React and Styled Components. Each page has been meticulously crafted, and the design is mobile-friendly as well. Also Configured with a custom subdomain.

Messageboard
Visit site @ https://message-board.nauhc.dev/
Using Express, NodeJS, PUG, MongoDB, Docker and currently working on implementing Server Sent Events to integrate live server updates. Also hosted on my home pc setup using Cloudflare and docker containers to easily create and scale applications.