# Christopher Eng

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## SUMMARY

An enthusiastic and tech-savvy student pursuing a degree in Computer Systems with a keen interest in all things IT. Knowledgeable in many different programming languages with a willingness to continue learning. Welcomes new challenges and finding solutions to tasks and problems alike.

## EDUCATION

**Kean University, Union, NJ 07083** -                                      **Expected Graduation: May 2025**
*BS.INFORMATION TECHNOLOGY, 5-YEAR MS COMP INFO. SYSTEMS (in progress)*
**GPA:3.6**

## TECHNICAL SKILLS

| | | | |
|---|---|---|---|
| • Java Programming | • Active Directory | • Google suite | • Teams |
| • Python | • HTML, CSS | • MS Office suite | • Bomgar Remote Support |
| • SQL | • VM ware | • Linux | • Google Colab |

## EXPERIENCE

**NJ Transit, Newark, NJ - Desktop/Helpdesk Support (Internship)**          **June 2023 - PRESENT**

- Managed hardware and software installations covering but not limited to downloading required programs on employee hardware as mandated by company regulation, and installing new hardware into laptops, scanners, printers, RDPs, and desktops set for refurbishment
- Troubleshooted and configured VDIs for intern use
- Co-led deployment projects for new hire orientations
- Created an interactive network documentation system to standardize and maintain port labeling across all headquarters' intermediate distribution frames (IDFs). The documentation interface allows authorized users to update port configurations and labels in real time as changes are made

**Office of Computer & Information Services, Kean University- Desktop Support**      **August 2021 - PRESENT**

- Supervised hardware and software installations covering but not limited to downloading required programs on faculty hardware as mandated by the university, and installing new hardware into laptops and desktops set for refurbishment
- Organized and tracked resources within the campus, ensuring all devices were registered under fresh service so that techs would be aware of the user's devices for future tickets
- Utilized active directory, allowing me to rename devices according to where the device is allocated as well as porting specific policies they require including auto-log on policies for certain labs
- Prioritized documentation and collaboration with coworkers to establish a set of documents of frequent problems to help better streamline issues to ensure a speedy resolution
- Led multiple projects related to laptop distributions, lab setups, monitoring events with AV equipment

## RESEARCH PRESENTATION/CONFERENCE

[1] **C. Eng** and D. Kwak, " Enhancing Fire Detection via Computer Vision" in *35th Annual GMiS Conference, Pasadena, CA, October 11-14, 2023. – in submission for review*

[2] **C. Eng,** J. John, J. Chu, "Alternatives of Fire Suppression Systems*"* in *Kean Research Days,* Union, NJ, April 24-26, 2023

[3] **C. Eng,** J. John, J. Chu, "Learning and Understanding Trojan Horse Malware Threats Among College Students" in *Kean Research Days,* Union, NJ, April 24- 25 2022

## CLUBS AND EXTRACURRICULARS

**WiCyS | Vice President** - January 2023 - Present,  **Member** - August 2021 - Present

- Worked  closely with the Kean branch president to organize fun and intuitive meetings to engage with members and communicate with others to create a continuously growing community of knowledge and opportunities

**ACM   | Member** - August 2021 - Present

## Awards and Recognitions

- Deans List - Kean University 2021 - Present
- NSF S-Stem Scholarship - 2023

## CERTIFICATED AND LICENSES

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|---|---|
| • (ISC)² Certificate (in-progress) | • Project Management:Healthcare Projects |