

Daniel Truong

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EDUCATION

- **State University of New York (SUNY) Polytechnic Institute** Utica, NY
Master of Science in Information Design and Technology Jan. 2015 – May 2021
- **State University of New York at Oswego - Graduate Studies** Oswego, NY
Master of Science in Biomedical and Health Informatics Aug. 2017 – Dec. 2019
- **State University of New York at Oswego** Oswego, NY
Bachelor of Science in Applied Mathematical Economics, Minor in Information Science Aug. 2009 – May 2014

EXPERIENCE

- **State University of New York at Oswego** Oswego, NY
Campus Technology Services May 2014 - Present
 - **Programmer/Analyst (Jun. 2022 - Present)**: Design, develop and modify application programs on the college's administrative systems. Write programming code to meet user needs and specifications. Debug routine problems in application programs, prepare test data, and implement test changes. Advise individual users in identifying and solving technical problems. Co-admin to Banner Workflow, HelioCampus AC (formerly AEFIS) and TeamDynamix.
 - **Technology Support Professional (Jun. 2018 - Jun. 2022)**: Provide instructional technology support for the School of Business and internal computing infrastructure. Imaging, configuring and installing physical computers in labs, advanced technology classrooms and faculty/staff offices, installing/upgrading campus and specialized software, troubleshooting and facilitating hardware repairs, and administering campus desktop support applications.
 - **Desktop Support Technician (May 2014 - Jun. 2018)**: Provide "in-office" based technical support of hardware and software to the faculty, staff and departmental offices of SUNY Oswego. Installation and movement of campus computers, printers and peripheral equipment. Assisted with the creation and maintenance of O/S images, applying appropriate computer images to PC (and Macintosh) computers, and transferring client data when computers are replaced.

PUBLICATIONS

- **Evaluating Cloud-Based Gaming Solutions (May 2021)**: Overview on the performance of cloud-based gaming services such as Google Stadia, Nvidia GeForce Now and Xbox Cloud Gaming.

PROJECTS

- **TeamDynamix Integration**: Migration of SUNY Oswego's IT ticketing system from ServiceNow to TeamDynamix. Documentation, assets and prior tickets imported via R and TeamDynamix's REST API service.
- **NYS-Influenza-Map**: Data Visualization of Influenza cases in New York State using R and Shiny.
- **Coronavirus-Tracker-Map**: Data Visualization of COVID-19 cases in the US using R and Shiny.
- **jDungeonCrawler**: Dungeon-crawling text adventure game written in Java.
- **The High Screen**: Sports and Entertainment blog, powered by Jekyll.

PROGRAMMING SKILLS

- **Languages**: Java, Python, SQL (MySQL, PL/SQL), JavaScript, HTML/CSS, R, PHP
- **Developer Tools**: R Studio, Jupyter, LaTeX, GitHub, Postman, VS Code, Netbeans, VMWare Fusion/Workstation
- **Web Frameworks**: Bootstrap, Jekyll, Wordpress

ADDITIONAL SKILLS

- **Desktop Support**: Microsoft Endpoint Configuration Manager (MECM, formerly SCCM), Ivanti Endpoint Management, BeyondTrust Remote Support, ServiceNow
- **System Administration**: Windows Server 2012r2/2016/2019/2022, Active Directory, Hyper-V