David Luong

(917) 818-9212 • **davez2015@gmail.com** • **LinkedIn: www.linkedin.com/in/davidluong1**
• **GitHub: https://github.com/Davidluong1**

Summary

Meticulous and detail-oriented problem-solver who is actively seeking a Summer/Fall 2019 IT co-op position. Continuously learning web and mobile technologies that are easily accessible to users: web analytics tools that drive performance and efficiency, and automated software tools that strengthen the User Experience. Interested in applying Agile frameworks to enhance the software development process; honing both Project Management and Knowledge Management skills to deliver effective, punctual work; and utilizing IT Service Management tools to empower business application services.

Education

Rochester Institute of Technology   Rochester, NY
B.S. in Web and Mobile Computing, Cumulative GPA: 3.0/4.0   (Anticipated: May 2020)

Projects

Weather-Viewer App

- Built a custom Android app, using Android Studio and Kotlin, that parses the latest weather information for major U.S. cities listed in the OpenWeatherMap API (Check GitHub).

Coco Garden Mobile

- Created an easy-to-use mobile website using HTML5, CSS, JavaScript; and AJAX to populate a custom JSON-generated list of lunch-specials from a local restaurant menu (link: https://people.rit.edu/~dl2224/252/project2).

Skills

Languages/Libraries/Frameworks:

Java, Kotlin, Front-End, JSON, MySQL, jQuery, PHP, AJAX, React, SOAP, Swift, JUnit, REST, Agile Methodologies, Vue

Software/Tools:

InVision, NinjaMock, Android Studio, Xcode, Confluence, GitHub, Slack, Node.js, GlassFish, SoapUI, JIRA, ServiceNow

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Experience

Paychex

IT Co-Op   Jan. 2019 - May 2019

- Researched the latest, efficient features of ServiceNow that minimized up to 20% of defects during testing phases.

- Helped simplify the process of submitting application requests (APR's) and incident tickets in ServiceNow by documenting test case scenarios for end users.

- Performed user acceptance testing on ServiceNow's lower environments, and regression testing during its upgrade to production.

- Assisted with organizing monthly blue chips using ServiceNow's Visual Task Boards, JIRA workflows, and Confluence.

- Utilized the internal learning system to gain further insight into the best practices for knowledge management.

CareerVillage.org

Product Tester (Remote)   Jan. 2017 - Aug. 2017

- Tested mobile-app prototypes designed by the organization's UX team, and assessed their levels of accessibility.