

# David Luong

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• GitHub: <https://github.com/DavidLuong1>

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## Summary

Meticulous and detail-oriented problem-solver who is actively seeking a Spring / Summer 2020 internship. Continuously learning both web and mobile technologies that drive performance and efficiency in various operating systems, and automated software tools that strengthen the User Experience. Interested in applying Agile frameworks to enhance the software development process and the IT Project Life Cycle; honing both Project Management and Knowledge Management skills to deliver effective, punctual work; and utilizing both IT Service Management tools and Service-Oriented Architectures to empower business application services.

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## Education

### Rochester Institute of Technology

B.S. in Web and Mobile Computing, Minor in Mathematics, Cumulative GPA: 3.03/4.0

Rochester, NY  
(Anticipated: May 2021)

Relevant Coursework:

- |                                   |                           |                                  |
|-----------------------------------|---------------------------|----------------------------------|
| • Server Programming              | • Client Programming      | • Intro. to Software Engineering |
| • Information Req. Modeling       | • Designing the UX        | • Discrete Mathematics           |
| • Intro. to DB. & Data Modeling   | • Web & Mobile I, II      | • Linear Algebra                 |
| • Obj. Oriented Programming I, II | • Technical Writing       | • Differential Equations         |
| • Application Dev. Practices      | • Technical Communication | • Boundary Value Problems        |
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## Skills

### Languages/Libraries/Frameworks:

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

### Software/Tools:

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

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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, during its upgrade to production.
- Helped organize 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.