

Elliot Tan

(312) 361-7581 | etan1@hawk.iit.edu | Chicago, IL 60616 | linkedin.com/in/elliott-tan

Education

Pursuing Coterminial degree (B.S & M.S) in Computer Science
Illinois Institute of Technology

Expected Graduation: May 2022
Current GPA 4.0/4.0

Work experience

Software Developer

April 2018 - June 2018

Metropolitan Wireless International, Singapore

- Reduced human effort and error for transferring data from invoices to company database by collaborating with senior software developer to design and implement an invoice scanning software using optical character recognition (OCR) in Java.
- Developed and tested a form and form reader using OCR for fish farmers to automate the process of transferring data of fish farm quantities from the farm to the company's database.
- Documented the form filling process in both English and Myanmar for the fishermen to understand.

Support Desk Assistant

July 2019 - Present

Illinois Institute of Technology, Office of Technology Services (OTS)

- Responded to customers with a wide range of questions and requests over phone, email and in person
- Interfaced with the OTS ticketing system (Footprints 12) to track and handle between 10 - 20 customer tickets per hour.
- Handled aggressive or rude customers with patience and calmness to ascertain their problem and quickly find a solution
- Troubleshooted problems with laptops, phones, printers and other devices.
- Provided information to walk in customers in order to minimize their time spent with problem.

Company Quartermaster Sergeant

Oct 2015 - Oct 2017

Singapore Military, BMTC School 2, N Company

- Awarded the Commanding Officer Coin (Commander's Coin)
- Provided food, water and supplies for over 250 N Company recruits and staff during Basic Military Training
- Directly oversaw a team of 4-6 men in daily tasks and company mission preparations within N Company
- Managed the preparation, transportation, and collection of over 1000 company items during field trainings and other company activities
- Supported other BMTC companies' training by collaborating with other Company Quartermaster Sergeants and providing supplies for each other's training.

Projects

- Collaborated with other students to create a website in HTML, CSS and Python to give users visuals such as heat maps and graphs of fire accidents and occurrences using data from the Chicago Data Portal and American Red Cross (ARC)
- Created a flight booking GUI using Java (Jframes), and SQL (PostgreSQL) linked to a server to experience designing relational schema and handling connections between an SQL server, program, and user interface.

Coding Languages

Java, Python 3, SQL, C99, Haskell

Spoken Languages

English, Mandarin

Hobbies

Playing the piano, guitar, reading

Volunteer & Leadership experience

Bible study coordinator, Shepherd team member

August 2018 - Present

Cru

- Guided 7 other students in teaching the bible to other members of Cru
- Coordinated with school faculty to reserve rooms for weekly bible study sessions
- Discipled 2 other Cru members in their faith