

Eric Sung Cho

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SKILLS

Relevant Skills

Python, Javascript, React, Linux, HTML/CSS3, Scripting, ServiceNow, Git/Github, Microsoft Office Organization, Communication, Adaptability, Problem-Solving, Team-Oriented, Attention to Detail

EXPERIENCE

Network Operations Engineer

Feb 2020 - Present

Continuant, Flfe, WA

- Managed and resolved incidents for systems and network devices (Nortel, Avaya, Cisco, and Siemens. etc) globally using network monitoring systems ServiceNow and Nectar
- Automated network diagnosing utilizing Python by automating CLI commands and data analytics on target devices saving time during troubleshooting.
- Tested and evaluated network hardware and software issues, developed working knowledge on a variety of NOC tools, and wrote network documentation.

Data Research Assistant (Contract)

Jul 2018 - Jan 2020

Microsoft, Bellevue, WA

- Obtained audio, visual, and biographical data from participants through custom AI Voice and facial recognition devices integrated with the full range of cloud-based Microsoft Speech Services/ Cortana technologies.
- Managed large and complex databases with Microsoft Access and developed summary analysis, including summary tables and charts.
- Coordinated with Marketing and Applications Engineering for debugging data capture software issues and recruiting participants.

Device Associate (Intern)

Jun 2017 - Sep 2017

Amazon, Bellevue, WA

- Performed test case execution prepared for testing Software builds on the Fire OS platform and Fire OS products.
- Used software tools for data capturing results, communicating and escalating failures, and providing individual status reports
- Utilized regression and repetitive testing exercises to qualify builds without compromising on quality.

EDUCATION

BS Mathematics and Computer Science

Sep 2012 - Jun 2018

Western Washington University, Bellingham, WA | GPA 3.7

PROJECTS

Product Hunt Clone *Python, Django*

Cloned a website known as Product Hunt that allows the user to create and submit a project idea and receive upvotes. Functionality includes allowing the user to create a user account, log in and log out, and saving projects to that account.

React Tic-Tac-Toe *React (Javascript), HTML, CSS*

Created an interactive Tic-Tac-Toe game using the React Library .

Data Survey Email *Flask (Python), HTML, CSS*

Created a web application that takes the user's data and is sent via email their statistical information on how they compare to the average of that type of data.