Frank Hu

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PROFESSIONAL EXPERIENCE

Microsoft, Dallas/Fort Worth Area

Azure Active Directory Developer Support Engineer   **June 2016 − Present**

- Drove Documenting AAD Developer Resources to Provide Passive Support to Over 50,000 User Views
- Led and Grew the AAD Developer Support Team to Meet Customer Standards
- Debugged 100s of Enterprise Company Runtime and Compile Errors in ASP.net, C#, Python, Javascript, and Java
- Managed Customer Expectation to Maintain Satisfaction in a Client Facing Customer Service and Support role

Nuesoft, Greater Atlanta Area

Software Engineer I   **December 2015 − June 2016**

- Implemented Design Specifications for Project Using Anrdoid SDK for Mobile Devices
- Made Patches and Features for Javax Swing Applications Using Eclipse IDE
- Worked on Interfacing Third Party Software to Company Products
- Integrated PHP/MySQL Based Question to Answer Forum into Work Environment Using LAMPP

Nuesoft, Athens, Georgia

Intern   **December 2014 − December 2015**

- Created and Critiqued Software Design Specification Documentation for Java Desktop and Android Based devices
- Created Software Architecture Documentation for Javax and Android Legacy Code
- Explored Data Mining Databases to Find Profit Generating Trends using RapidMiner

Research Experience Undergraduate, Miami, Florida

Researcher   **May 2015 − August 2015**

- Created Android Application for Research Paper to be Submitted to Human Computer Interaction Conference Utilizing Facebook API and Temboo API
- Developed Data Scraping Regular Expressions to Automate Data Gathering Using JSoup and REST API
- Developed Javascript Injections to Manipulate Facebook User Interface
- Collaborated with Research Professors to Prototype User Interfaces using AxureRP

Project Prometheus (Senior Project), Athens, Georgia

Developer   **May 2015 − December 2015**

- Created Software Specifications for MIPS based Processor Emulator
- Modularized MIPS using JavaFX based Object Orientation
- Prototyped User Interface in Collaborative Design Setting with Competitor Analysis Using AxureRP Prototyping Software

EDUCATION

Georgia Tech Atlanta, Georgia

Online Masters of Science - Computer Science   **January 2019 - June 2021**

- Area of Emphasis in Artificial Intelligence

University Of Georgia Athens, Georgia

Bachelor of Science - Computer Science   **GPA 3.69**

- Graduated Cum Laude
- Coursework on Software Design, Data Structures and Algorithms, Databases, Virtual Reality, Computer Networks, Human-Computer Interaction, and Data Mining