

# 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 Gaining Over 75,000 User Views
- Led and Grew the AAD Developer Support Team to Meet Customer Standards, Reducing Case Load From 50 to 15 Tickets Per Support Engineer
- Reduced Costs and Training Ramp Up Time with Documentation for New AAD Developer Support Tickets and Engineer Training
- Managed Customer Expectation to Maintain Satisfaction in a Client Facing Service and Support Role

### Nuesoft, Greater Atlanta Area

*Software Engineer I*

**December 2015 – June 2016**

- Implemented Design Specifications for Android Project Using Android SDK
- Made Patches and Features for Java 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
- Wrote Software Architecture Documentation for Java Swing 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 at Human Computer Interaction Conference Utilizing Facebook API and Temboo API
- Developed Data Scraping Regular Expressions to Automate Data Gathering Using JSoup and REST API
- Implemented 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 Processor Architecture for MIPS in JavaFX with Object Orientated Design
- 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 Computing Systems

### 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