

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 be able 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