Hongkun Guan

San Francisco, CA | hongkunguan@gmail.com | 510-816-7301 | Portfolio

Education

University of California, San Diego   San Diego, CA
Bachelor of Science in Computer Science   Sept 2021 – Dec 2023

- **Relevant Coursework:** Data Structures & Algorithms, Machine Learning, Operating System, Web Programming, Computer Security, Computer Architecture

Technical Skills

Operating System: Windows, MacOS
Network: TCP/IP, DNS, VPN, LAN/WAN
Hardware: Troubleshooting desktops, laptops, printers, and peripherals
Software Tool: Active Directory, Office 365, Help Desk Ticketing
Programming Language: Python, JavaScript, C++
Virtual Lab: Virtual Box

Certifications

Comptia A+   Issued: Jan 2025
Comptia Network+   Expected: Apr 2025

Experience

Frontend Developer   Jan 2024 - Apr 2024
Fangma Advertising Ltd.   Jiangmen, China

- Collaborated with cross-functional teams to ensure alignment between design requirements and technical implementation
- Integrated front-end design specifications to enhance user experience using React js and Tailwind CSS.
- Created interactive features, including button functionalities, to facilitate seamless API calls, improving website responsiveness.

Tech Support Volunteer   Mar 2020 - Apr 2020
Tzu Chi   Oakland, CA

- Assisted elderly people in understanding and operating mobile devices, including smartphones and tablets.
- Provided guidance on using essential applications such as email, messaging, and video calling platforms.
- Educated users on basic troubleshooting, reducing future support needs

Projects

VMware HomeLab   Jan 2025 - Present

- Configured a VMware-based homelab environment with a Domain Controller (Windows Server 2022) and two client machines (Windows 10).
- Set up and managed Active Directory to handle user authentication and access control
- Configured a DHCP server to dynamically assign IP addresses to client devices

Support Ticket System   Jun 2024 - Sep 2024

- Developed a ticketing system using **MERN stack** to manage IT support inquiries efficiently
- Implemented **real-time WebSocket integration** for live chat and queue tracking
- Created an admin dashboard for managing, prioritizing, and responding to tickets efficiently.