

Isaac Bi

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EDUCATION

University of California San Diego

B.S. Computer Science, GPA: 3.4

La Jolla, CA

Planned June 2022

EXPERIENCE

IT Lead Technician

Information Technology Systems, UC San Diego Service Desk

September 2018 – Present

- Coordinate and review hundreds of pages of **documentation** on our internal **Confluence** knowledge base to organize technician workflow resulting in **13000** successfully **resolved tickets** yearly
- Hire and train 15+ new staff on working with **UC San Diego** systems such as Single Sign-On, Multi Factor Authentication, Residential Networking, COVID-19 remote procedures, and Exchange email
- Streamline **inter-departmental IT** support escalations, resulting in the creation of 10 new support **documentation pages** and a 55% reduction in **misrouted cases**.

Chronos Employee Timekeeper (Front-end Developer)

Bootstrap, JavaScript, HTML, PHP, MySQL

Information Technology Systems, UC San Diego Service Desk

May 2019 – August 2019

- Refactored and redesigned the **HTML** and **CSS** in an outdated 10-year-old employee website used by UC San Diego IT staff to check their schedules, report time, and request vacation
- Incorporated a calendar based timekeeping application using **Full Calendar API** to replace the older drop-down menu application, resulting in **80%** more efficient scheduling from upper management
- Developed a **PHP** script that parses event data from the calendar interface and uploads reported hours to a **SQL** database

PROJECTS

COVID-19 Risk Factor Test (Project Manager)

Android Studio, Java, XML

UC San Diego IEEE Quarterly Project

October 2020 – December 2020

- Mentored a team of 5 to develop an app that takes user behavior, health, and location information to determine their risk for transmitting COVID
- Lead and directed production by hosting weekly evaluation meetings and monitoring team performance
- Executed the creation of a **Minimal Viable Product** and surveyed user feedback to drive development

Money Management Application (Front-end Team Lead)

Android Studio, Java, XML, Google Firebase

UC San Diego Course Project

April 2020 – June 2020

- Collaborated with 10 students in planning, designing, and creating an expense tracking **mobile application**
- Spearheaded the main design of the app making **20 wireframes** and prototype demos in **Adobe XD**
- Reduced app **loading time** by **67%** through devising a more efficient method of **sending and retrieving** expense information to and from **Google Firebase**

SKILLS

Languages: C, C++, Java, Python, HTML, CSS, PHP, MySQL, JavaScript, Bash, JQuery, XML

Software: Adobe Photoshop, Adobe Illustrator, Adobe XD, Git, Github, Vim, Unix, Android Studio, Google Firebase, ServiceNow, Confluence, Cisco ISE