

# Jimmy Lieu

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## EDUCATION

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**B.S. in Computer Science | The University of Texas at Tyler**

**December 2024**

**Relevant Courses:** Data Structures & Algorithms, Programming Fundamentals, Software Development

## CERTIFICATIONS

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**Google IT Support**

**June 2023**

## TECHNICAL SKILLS

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**Programming Languages:** Java, HTML, CSS, JavaScript, Dart, C

**Frameworks:** React.js, Express.js

## PROJECTS

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### Topic Ladder

**React.js, PostgreSQL, Express.js**

- Developed a dynamic and user-friendly poll application designed to facilitate engaging discussions and decision-making among users.
- Implemented advanced features such as real-time voting updates, result visualization, and the ability to create, share, and participate in polls across various topics, enhancing user engagement and interaction.
- Utilized cutting-edge security protocols to ensure data integrity and user privacy, making the app a secure and trustworthy platform for users to express their opinions and make informed choices.

### Computer Simulator

**Java**

- Developed and implemented a CPU simulation program in Java, including components for instruction fetching, decoding, and execution.
- Enabled hands-on learning experiences for fellow students by providing a visual representation of CPU operations, enhancing understanding of computer architecture concepts.

## PROFESSIONAL EXPERIENCE

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### Technology Support | University of Texas at Tyler | Tyler, TX

**August 2023 - Present**

- Delivered comprehensive technical support to university faculty, staff, and students, addressing a wide range of hardware and software issues
- Ensured uninterrupted academic and administrative operations by providing timely and effective tech solutions, resulting in improved user satisfaction and minimal disruption to administrative processes
- Maintained a 98% user satisfaction rate through swift issue resolution, managed and documented over 50 support tickets per month

### Computer Works Technician | GoodWill Industries | Tyler, TX

**June 2023 - August 2023**

- Diagnosed and resolved computer hardware and software related issues with troubleshooting skills
- Achieved exceptional customer satisfaction by delivering clear communication and professional assistance
- Ensured system reliability through routine maintenance, timely upgrades, software updates and hardware enhancements for improved security and efficiency

## EXTRA-CURRICULAR ACTIVITIES

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### General Officer | Association of Computer Machinery | Tyler, TX

**August 2023 - Present**

- Demonstrating leadership and dedication to advancing the future field of computer science students

### General Officer | Ethical Hacking Club | Tyler, TX

**September 2023 - Present**

- Assisted in promoting the cybersecurity awareness and skills among club members