

Shaun Khang

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Education

Madison Area Technical College – Associate Degree in Front-End Developer Expected Summer 2026

- Relevant Coursework: Website Development, Introduction to Databases, Introduction Prog with Javascript

Lincoln High School – Diploma June 2021

- GPA: 3.731; top 18%

Professional Experience

IT-Technician Volunteer, Wolfpack Techie, Madison, WI January 2025-Present

- Diagnosed and removed malware from compromised systems, improving security and performance for users while documenting cases in a ticketing system.
- Performed data recovery and OS installations, restoring lost files and optimizing system functionality while tracking progress through ticket logs.
- Repaired and replaced laptop screens and keyboards, ensuring hardware longevity and usability while maintaining detailed service records.

Front-End Associate, Walmart – Madison, WI 2022 – May 2024

- Resolved technical issues with self-checkout systems, improving customer satisfaction by ensuring seamless transactions.
- Supported front-end operations, coordinating with team members to enhance workflows and ensure smooth operations.
- Managed inventory control using digital tools, showcasing attention to detail and adaptability in a fast-paced environment.

Seasonal Associate, Walmart – Wisconsin Rapids, WI 2019 – 2021

- Provided exceptional customer service in roles including cashiering and online grocery pickup.
- Utilized inventory management software to track stock levels, ensuring product availability.
- Adapted to various roles, demonstrating strong problem-solving and communication skills in high-pressure environments.

Kitchen Staff, Portesi Fine Foods – Wisconsin Rapids, WI 2019

- Maintained operational efficiency by preparing and delivering high-quality food products.
- Supported kitchen processes by restocking supplies and maintaining cleanliness, ensuring a smooth workflow

Extracurriculars

UW-Madison Hmong American Student Association Club Member 2021-2024

- Actively participated in organizing and setting up student events, developing leadership and teamwork skills.
- Assisted in fostering a sense of community by collaborating with members to create engaging cultural and social programs.

Upward Bound Program 2019-2021

- Completed a one-month immersive summer program focused on preparing high school students for college life.
- Engaged in workshops on academic success, career exploration, and personal development to enhance readiness for higher education.

Technical Skills

Software & Tools: Troubleshooting software, ticketing systems, Microsoft Office Suite (Word, Excel, PowerPoint, Access), Git/GitHub

Programming Languages: Java, Python, HTML, CSS, JavaScript

Systems Knowledge: Windows, macOS, OS installation, system optimization, malware removal, data recovery

Hardware & Repair: Laptop screen repair, laptop keyboard replacement

Soft Skills: Strong communication, attention to detail, problem-solving, time management