

Mika Chang

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Motivated ISC2 certified associate with customer service experience, proven results automating workflows, and IT troubleshooting skills. Dedicated to continuous improvement and creating solutions that are efficient, understandable, and usable by other team members. Ready to utilize my skills to support your team's goals.

PROFESSIONAL EXPERIENCE & LEADERSHIP

Programmer

DataAnnotation.Tech

Brighton, MA

January 2025–Present

- Technologies: .NET, C#, Python, TypeScript, SQL
- Frequently set up and learn new development tools for code review
- Review and debug code generated by LLMs to ensure functionality, accuracy, and efficiency

Bakery Counter Team Member / Barista

Whole Foods

Brighton, MA

March 2025–Present

- Respond to customer phone inquiries and assist them in submitting orders for cakes and baked goods
- Assist 15-30 customers per shift, answering questions, resolving customer issues, and escalating requests when necessary to improve customer satisfaction

Software Engineer Intern

TEL Manufacturing and Engineering of America

Chaska, MN

June 2023–August 2024

- Technologies: Windows 10/11.NET, C#, SQL, SSMS, Visual Studio, TFS, Office 365
- Configured Windows virtual machines to allow new team members to train immediately and safely while waiting for access to restricted software
- Automated software installer workflows to reduce installation time from multiple hours to a few minutes using batch scripting and NSIS
- Implemented real time data analysis using transactional SQL replication

EDUCATION AND CERTIFICATIONS

Bachelor of Science in Computer Science and Data Science

University of Wisconsin – Madison

Candidate for Distinctive Scholastic Achievement (GPA: 3.92 / 4.0)

Madison, WI

December 2024

Certified In Cybersecurity (CC)

ISC2

Issued January 2025

Expires January 2028

A+ (In Progress)

CompTIA

PROJECTS

Home Network NAS

March 2025–Present

- Technologies: Debian, Windows 11, Samba, SMB, TigerVNC

Python Job Scraper Package (<https://pypi.org/project/jobscrapers/>)

February 2025–Present

- Technologies: Python, Selenium, WebDriver

ADDITIONAL SKILLS

- Operating systems: Linux (Debian, Ubuntu), Windows 10/11
- Productivity Software: Google Workspace, Microsoft 365
- Programming languages: C#, Python, SQL, R
- Version control software: Git/GitHub, TFS
- Database platforms: MS SQL Server, SQLite3
- Docker
- Cloud Platform Service Providers: AWS, GCP
- Agile software development