Nicholas Nguyen

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Education

University of Kansas – Lawrence, KS   **Expected Graduation May 2024**
- Pursuing Bachelor of Science in **Computer Science**
- Pursuing undergraduate certificate in **Cybersecurity**

Projects

mistrrrOS   **June 2023 – Present**
Web-based desktop emulator
- Used HTML, JS, and CSS to create a desktop with movable windows
- Built a terminal emulator handled by a JS back-end
- Designed UI/UX to mimic the look and feel of macOS

Mistrrr Media   **2014 – Present**
Music Production and Design
- Compose and arrange music in Ableton Live 11 with several software instruments and MIDI/Audio effects
- Design branding and promotional assets in Adobe Photoshop, Premiere Pro, and After Effects

"Early Mac OS X Rootkits: An Exploration of WeaponX and Rubilyn"   **May 2023**
(Report for EECS 465 – Cyber Defense)
- Define what rootkits are and how they are installed in Mac OS X / macOS
- Explore the effects and installation of two legacy rootkits that affected PowerPC Macs in early versions of Mac OS X

AntiSpoil   **December 2022**
Granular, on-demand web-filter browser extension (Project for EECS 448 – Software Engineering I)
- Collaborated with a 6-person team to establish technical and design requirements
- Designed UI/UX to follow modern interface trends and match the style to the host OS
- Implemented design requirements using HTML5 and CSS3

Work Experience

Apple – Leawood, KS   **December 2021 – Present**
Technical Expert
- Troubleshoot end-user and internal systems during iPhone repair
- Mentor fellow technicians by setting clear goals and expectations to foster growth and development
- Solely assist the Genius team with establishing CLI (zsh) skills to diagnose Mac hardware
- Provide excellent customer service, recommending different options to customers at the Genius Bar
- Adapt to individual communication styles to support guests with questions about their repairs

iResQ – Olathe, KS   **June 2021 – November 2021**
Device Technician
- Performed repairs and upgrades based on requirements and customer needs for portable Apple devices
- Communicated actively with customers by explaining issues and repair options in detail

Skills

Programming Languages
- JavaScript
- HTML5
- CSS3
- C++ / C
- PHP
- Haskell
- AppleScript

Software Proficiencies
- Adobe Photoshop
- Adobe After Effects
- Adobe Premiere Pro
- Adobe Media Encoder
- Adobe Illustrator
- Adobe Lightroom Classic
- Microsoft Office Suite

- Google Workspace Suite
- Figma
- UNIX / Bash
- Git
- Jira
- Homebrew
- macOS XNU Kernel