

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 Proficiency

- Adobe Photoshop
- UNIX
- Git
- Jira
- Homebrew
- macOS XNU Kernel

Hardware Proficiency

- Certified to repair iPhone 5 series – 14 series
- Experienced with troubleshooting mobile hardware and workstations