

Elbert Dang

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SUMMARY

Computer Science graduate and experienced Support Technician/Systems Analyst looking to obtain a position that allows me to utilize and expand my technical skills.

SKILLS

- Experience in Unity, C#, Java, C, C++, Python, and HTML/CSS/PHP programming.
- Experience in running and creating batch/PowerShell scripts and SQL queries.
- Quick learner with strong organizational skills.
- Ability to multitask and work in independent or teamwork environments.

EDUCATION

Bachelor of Science in Computer Science, SFSU, San Francisco, CA
Minor in Mathematics, SFSU, San Francisco, CA

Spring 2015
Spring 2015

EMPLOYMENT

ZL Technologies, Milpitas, CA
Systems Analyst

2019 - Present

- Troubleshooting client issues with ZL's complex enterprise software and infrastructure and assisting in installation, upgrading, and troubleshooting of ZL Software on client environments.
- I created custom scripts (with batch, PowerShell, and ZL API) and queries (such as SQL) for client-specific needs and reports.
- Worked with QA and Software Engineers to diagnose issues and test fixes.

Gigabox Computers, Daly City, CA
Computer Repair Technician

2009 - 2020

- Computer diagnostics and repair as well as hardware and software installation and configuration.
 - Includes assembly of custom builds and soldering work for motherboard components such as power jacks and capacitors.
 - Includes running commands through Windows Command Prompt and OSX/Linux Terminal
- Created automated scripts to install commonly-used software and configure OS.
- Researched and configured software tools that increased efficiency of services.
 - Includes integration of drivers and updates to setup disks to streamline installations.
 - Creating Multi-boot operating system/utility disks.
 - Implementing new services such as data recovery based on new available software and technologies.
- Communicating with customers and colleagues in order to determine the best way to solve issues and fulfilling customer wants/needs.

PROJECTS

Cards of the Wild

Spring 2015

Protocol Team Lead, Game logic design, UI/UX Design, QA

- A Hearthstone-style battle card game created with the Unity3D game engine using JavaScript for my CSC 631 Multiplayer Online Game Design and Development class. Features online multiplayer through the World of Balance Client Lobby and over 80 different animal cards to use against an opposing player.
- I did research on popular battle card games I had experience in and created game logic that would make sense using our existing SQL species database. I helped create initial art mockups, integrated the finished art assets into our Unity project, and helped implement the user interface.
- https://github.com/nateaff/cards_of_the_wild

Petfriend

Spring 2015

Front-end Development, UI/UX Design, QA, Site Admin

- A fully functional Pet Adoption website created in a team of 5 as a Final Project for my CSC 648 Software Engineering class. It was managed through an SVN server and built with JQuery, Bootstrap and MySQL database.
- I created the initial and updated mockup designs based on the team and professors' feedback.
- I coded the Adoption details, Privacy Pages, and designed the Navigation Bar and Footer displayed on each page, as well as implemented the image browser
- Wrote most of the team's milestone documentation as well as documenting Bugs, doing QA, and helping with setting up and maintaining the SVN and group server file integrity.

Processing Video Editor

Fall 2014

Team Lead, Front and Back-end Developer

- A simple video editor using the Java-based Processing framework created in a team of 2 as the Final Project to our CSC690 Multimedia Applications class. Features include the ability to play multiple audio and video files, add effects along a timeline including audio clips and video effects, load and create subtitle files in SubRip Text (SRT) format, and the ability to import and export all of these to a custom project file.
- I created the initial mockups for the GUI as well as a prototype for our initial presentation. I implemented the reading and writing of subtitles and most video effects using existing code from public sources, added the import and export of project and srt files, a GUI interface that was scalable based on window size, and a navigable timeline that could seek through the loaded video and/or audio. I also helped with QA and met frequently with my teammate and professor to discuss milestones and features to implement. I created the project readme, documentation, and slides for presentations, as well as presenting our initial and finalized project.

REFERENCES AVAILABLE UPON REQUEST