

TYLER LIEU

OBJECTIVE

I am an undergraduate student working towards a bachelor's degree in software development. I am seeking for opportunities to learn, work, and gain experience as a software developer.

SKILLS

- Front-end web development using HTML, CSS, and JavaScript
- Back-end web development using Node.js and Express.js
- Data structures and algorithms using Python
- Database management using MySQL
- Application development using RESTful APIs
- Object-oriented programming using Java and C#

EXPERIENCE

CO-OP INFORMATION TECHNOLOGY INTERN / HANCOCK WHITNEY

SEPTEMBER 2021 – PRESENT

- Respond to calls and ServiceNow tickets opened by enterprise users
- Troubleshoot a variety of technical issues, both hardware and software
- Utilize remote desktop technologies and command-line tools
- Provide clear troubleshooting instructions to users over the phone
- Research knowledge base articles and previous incidents to resolve current issues
- Administer user accounts and reset passwords when necessary
- Communicate and escalate larger issues to the appropriate organizational team

STUDENT WORKER / MISSISSIPPI GULF COAST COMMUNITY COLLEGE

JANUARY 2020 – MAY 2020

- Worked with faculty members of the school's Information Systems Technology department
- Provided tutoring for students in programming courses
- Contributed to the planning of course materials
- Assisted with the development of the school's iMac lab

EDUCATION

WESTERN GOVERNORS UNIVERSITY

AUGUST 2021 – JULY 2023 (IN PROGRESS)

- Bachelor of Science in Software Development

MISSISSIPPI GULF COAST COMMUNITY COLLEGE

AUGUST 2019 – MAY 2021

- Associate of Science, Computer Science Major
- Associate of Applied Science, Computer Programming
- Associate of Applied Science, Coding Technology

CERTIFICATIONS

COMPTIA A+

- Verify at verify.comptia.org with the code 2TY58Y6F4LRQ1DCC

CIW SITE DEVELOPMENT ASSOCIATE

- CIW ID: 903851