OLIVIA DUONG

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Education

Rutgers University   **Sep 2019 – Present**
Master of Science in Computer Engineering   *New Brunswick, NJ*
Bachelor of Science in Electrical and Computer Engineering, Minor in Computer Science, Class of 2023
Magna Cum Laude High Honors

Morris Hills High School   **Sep 2015 – May 2019**
Magnet Program for Math and Science   *Rockaway, NJ*

Experience

Rutgers Office of Information and Technology   **Aug 2021 – Present**
OIT Head Lab Supervisor and Application Support   *New Brunswick, NJ*
- Monitor critical systems, servers, and environmental status of Rutgers University Hill Data Center, escalation of issues to resolve outages/degradation of network, simultaneously offering phone support and documenting tickets
- Update staff and wiki websites using HTML and CSS by designing a more organized layout, increasing efficiency for employees. Production of spreadsheets to keep detailed records of each employee
- Diagnose and troubleshoot any technical issues related to secured connections, VPN, network, printers, and projectors in the computer labs
- Manage 11 lab locations and 140+ employees on the Cook/Douglass and Busch campus
- Work with employees each semester to build work schedules that accommodate their college schedules

Department of Student Access and Inclusion (OSAI) at Rutgers University   **Jun 2022 – Jul 2022**
The Academy at Rutgers for Girls in Engineering and Technology Student Counselor   *New Brunswick, NJ*
- Facilitate workshops, develop hands-on activities, and prepare lessons, labs, and projects for the duration of the program
- Create an insightful, exciting opportunity, and safe environment for participants to learn more about the many different engineering disciplines

CVS Pharmacy   **Jun 2019 – Feb 2022**
Licensed Pharmacy Technician and COVID-19 Tester   *Oak Ridge, NJ*
- Provide exceptional customer service, maintain accurate patient and insurance records
- Prepare and package medications, maintain drug inventory, prepare and box delivery orders

Kumon Math and Reading   **2018 – Aug 2021**
Assistant Instructor and Grader   *Denville, NJ*
- Math and reading tutoring from ages 3 to high school. Production of intricate spreadsheets to maintain records of students education, schedules, and workbook inventory.

Projects

Agriculture Maintenance and Crop Monitoring Drone | *C++, Capstone*   **Sep 2022 – May 2023**
- Construction of a multi-functional drone to address agricultural concerns. Drone is capable of detecting fires, dispensing proper levels of pesticides, and monitoring soil moisture levels.

HTTP Server with Authentication | *Python, Internet Technology*   **Mar 2023**
- Implementation of an HTTP server that servers secret user data. Access to secret data will be authenticated through username, password and cookies. HTTP protocol will be used to render browser-readable data in file.

Multiple String Searcher | *Linux, C, Network Centric Programming*   **Feb 2023**
- Linux programming environment C, programming concepts such as command line arguments, pointers, IO, etc.

Adventure Game on Terasic Board | *Quartus, Digital System Design and Computer Architecture*   **Oct 2022**
- Designing a system of D-Flip Flop in system Verilog with Quartus software. Production of simulation waveforms on Quartus software. Game model is uploaded and played on the Altera Terasic Board.

Medical Appointment System | *Python, Software Engineering*   **May 2022**
- Building a software system that organizes types of illnesses and doctor medical specializations into separate categories, along with various constraints.

Technical Skills and Awards

Programming Languages: Python, Java, C++, Matlab, HTML, CSS, working knowledge on Haskell
MS Office: Advanced proficient in Word, Excel, PowerPoint, Outlook, PowerApps
Languages: Fluent in English and Chinese (Cantonese)
Supervisor of the Semester: OIT Cook/Douglass and Busch Labs, Fall 2022
Conference: Selected as a participant and paper publication for the IEEE ICCE 2024 Conference in Las Vegas