

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: Paper publication for the 41st IEEE International Conference on Consumer Electronics in Las Vegas