

# DAVID HUANG

## EXPERIENCE

### **CPR Cell Phone Repair Mt Juliet (2017-2022) – General Manager**

- Responsible for all store operations such as opening and closing, cash handling, and general maintenance
- Create a positive work environment for technicians to efficiently handle repair workload
- Maintain 4.8 Google Maps rating with over 500 reviews by providing excellent customer service
- Schedule technician shifts and adjust for unexpected changes
- Negotiate B2B sales with Smith County Board of Education for Chromebook computer repairs
- Hire and train technicians in all repairs and store responsibilities
- Set and update catalog pricing to remain competitive
- Order, manage, and adjust inventory levels – device parts, devices for sale, and repair supplies
- Quickly learn new programs released by corporate and onboard technicians
- Handle difficult situations such as staff no shows, repair complications, and customer complaints
- Motorola and WISE Level 2 certified repair technician – diagnosed and repaired thousands of smartphones, tablets, computers, and drones with hardware and software issues
- Perform through-hole and surface mount micro soldering

### **Meharry Medical College Office of Institutional Research (2016-2017) – Intern**

- Utilized Winsteps software to run Rasch analysis on student survey questionnaires
- Learned how to run various statistical analyses on platforms such as R statistical package and Facets
- Helped professor write and critique research papers regarding the Rasch model

### **GuruSkins (2015-2016) – Technology Consultant**

- Built computer server linked to Box cloud storage for Adobe Photoshop image processing
- Negotiated contract with a third party for software development
- Developed Adobe ExtendScript scripts to use Photoshop actions for automation
- Organized and managed network file structures for data storage and access

### **Vanderbilt University Institute for Software Integrated Systems (2014) – Intern**

- Modeled and evaluated cyber physical systems for development of Google ARA modules
- Practiced strict time management to complete a major project and prepare a presentation for Google and city officials in a short timeframe
- Learned Python programming language to use single-board microcontrollers (Arduino and Raspberry Pi) to pull data from digital and analog sensors

## SKILLS & INTERESTS

### **Skills**

- |                       |                        |
|-----------------------|------------------------|
| ▪ Teamwork            | ▪ RepairQ POS/CRM      |
| ▪ Time Management     | ▪ Microsoft Office     |
| ▪ Communication       | ▪ Google Workspace     |
| ▪ Conflict Resolution | ▪ Adobe Creative Cloud |
| ▪ Attention to Detail |                        |
| ▪ Problem Solving     |                        |
| ▪ Work Ethic          |                        |
| ▪ Customer Service    |                        |

### **Interests**

- Rock climbing; 3D printing; working on cars; CSS and HTML (beamanlab.com); photography and Photoshop; building things (propane gas turbine engine; 100W LED array floodlight); violin (former concert master of Vanderbilt University Blair Reparatory Orchestra and MLK Magnet High School Orchestra); Minecraft

## EDUCATION

Electrical Engineering A.S. – Tennessee Transfer Pathway – 2020

High School Diploma – Martin Luther King Magnet High School – Nashville, TN – 2015