DYLAN CHEN

dylanchen4306@gmail.com | 929-488-9693

www.linkedin.com/in/4306-dylanchen | https://potatoslop.github.io/portfolio/

EDUCATION

Northeastern University   *May 2028 (Expected)*

Bachelor of Science in Computer Engineering and Computer Science

EXPERIENCE

Remote Support Engineer Internship - *Insights Gaming*   *Aug 2023 - Oct 2023*

- Resolved 70+ technical support tickets within a 3-month period, exceeding customer satisfaction KPI
- Resolved client side technical issues with bug reproduction and diagnosis skills
- Improved Insight's community forum's UI interface and accessibility by collaborating with UIUX developers to improve client and company technical and community interactions
- Documented user interactions and created 10+ technical guides with organized ticketing via Jira management and document records

PROJECTS

Personal Portfolio Website   *May 2025 - Present*

- Developing HTML and CSS based web design to showcase personal and academic engineering, photography, digital art, and programming projects
- Implemented vanilla JS powered animation and webeffects with emailJS library integration

Automated Pill Dispenser   *January 2025 - April 2025*

- Led the complete mechanical design and 3D modeling of a functional prototype in SOLIDWORKS, creating a low-cost, modular two-part assembly for easy maintenance and future expansion
- Engineered a modular dispensing system, enabling accurate, single-dose dispensing adaptable for any pill shape and contributing to over 85% reduction in medication handling

SKILLS

- **Programming Languages:** Java, JS, CSS, HTML, C#, C++, GDScript, Python, and Racket
- **Tools and Software:** AutoCAD, Solidworks, Blender, Aseprite, Adobe, Microsoft, and Google Suite