

SZE YUI (REIGNS) LIU

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B.E. in Computer Science with experience in IT support and web development. Skilled in Python, JavaScript, and full-stack web technologies, with hands-on experience designing user interfaces, building interactive data dashboards.

U.S. green card holder, no sponsorship required.

EDUCATION

SEP. 2019 – DEC. 2024	B.E. in Computer Science, Brigham Young University-Idaho
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TECHNICAL SKILLS

Languages	Python, SQL, JavaScript, HTML, CSS, C#, Java, R, Kotlin
Tools/Framework	Docker, Android Studio, Jetpack Compose, ZXing, Firebase, VS Code, Git
Data & ML	Pandas, NumPy, Polars, Matplotlib, Plotly, Streamlit, MotherDuck
IT Support	Troubleshooting, Help Desk, Device setup, Asset Management (GTS, ITCMS, ITAM)

PROFESSIONAL EXPERIENCE

IT Support Engineer, Vendor: Acer for TSMC, Phoenix, Arizona, USA

Feb. 2025 – Present

Delivering frontline IT support for mobile devices, laptops, and enterprise systems at one of the world's largest semiconductor manufacturers

- Provide technical support for TSMC employees on phone provisioning, system setup, and troubleshooting of hardware/software issues
- Assist user onboarding and issue resolution through the TSMC 2999 help desk, supporting both mobile and laptop environments
- Manage daily IT asset tracking and daily inventory using GTS, ITCMS, and ITAM
- Work with internal IT teams and vendors to resolve escalated issues promptly and professionally

IT Support & Software Engineer, Well Green Technology, Dongguan, Guangdong, China

Jun. 2024 – Aug. 2024

Supported technical and operational functions, combining website development experiences and IT support skills

- Designed and updated the company website, improving user experience and visual design
- Provided basic IT and technical troubleshooting support for internal systems
- Maintained project documentation and reports to track milestones and resource allocation
- Supported internal operations, including activity planning and workflow coordination

PROJECT EXPERIENCE

Machine Learning Case Study (Python, R, Docker, Streamlit), Winter 2024

- Built an interactive web app with Streamlit to analyze correlations with a depression-related dataset
- Implemented multiple visualizations, tables, and user controls for data exploration
- Customized app theme, structured multi-page navigation, and deployed using Docker for portability

Sentiment Analysis & Data Visualization (Python, JavaScript, HTML, CSS), Spring 2024

- Developed sentiment analysis pipeline using Pandas and NumPy, optimizing performance with Polars and multiprocessing (40% faster in data computation on large datasets)
- Built interactive dashboards with Plotly Express and Matplotlib to efficiently communicate findings

Auction App (Android, Kotlin, ZXing, MotherDuck), Spring 2022

- Built a mobile app using Kotlin & Jetpack Compose, integrating Firebase Authentication for secure login and ZXING for QR code scanning
- Managed live data synchronization with MotherDuck, enabling reliable bidding and auction tracking