

Kwon Lok Young

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EDUCATION

Northeastern University

BS in Computer Science, Concentration in Systems

- 3.81 GPA

Boston, MA

September 2023 – May 2027

Milton High School

High School Diploma, National Honor Society, AP Scholar with Distinction

Milton, MA

September 2019 – May 2023

EXPERIENCE

Pro Customer Technician

Northeastern Information Technology Services

- Utilized ServiceNow to log interactions and incidents
- Provides customer assistance to resolve technology issues
- Troubleshoots problems regarding Wi-Fi, printer issues, and general software problems (Microsoft Suite, Zoom, Teams, Canvas, Gradescope, Windows)
- Assisted in moving and organizing inventory

October 2023 – Present

Boston, MA

IT Support Specialist and Device Repair Technician

Milton Public Schools

- Diagnosed, troubleshooted, and resolved hardware and software issues
- Repaired malfunctioning and broken devices such as Chromebooks, Laptops, and iPads
- Maintained hardware and software for over 3,000 computers and maintained accurate records

June 2023 – August 2023

Milton, MA

Tutor, Grader, and Tech Support

Kumon

- Taught mathematics and reading to students from grades Pre-K to 12th Grade
- Graded mathematics and reading worksheets
- Maintained upkeep of computer systems by replacing old/faulty components and updated software
- Assisted in the training of new employees

October 2019 – June 2023

Milton, MA

PROJECTS

Chat Webapp | *React, Node.js, Express.js, Chat Engine API*

2024

- * Built a webapp which allows users to create an account and chat with one another utilizing the Chat Engine API.

X (twitter) extension | *TwitterAPI, JavaScript, HTML, and CSS*

2024

- * Competed against 35+ different teams and 100+ at the X Developer Challenge building an extension with which was able to detect scam tweets utilizing AI tools.

Test Royale | *HTML, CSS, JavaScript*

2024

- * Competed at Pawhacks and created a responsive website for SAT test prep for high schoolers to win the Web Design track for the PawHacks Hackathon beating out over 100 other competitors

TECHNICAL SKILLS

Languages: Kotlin, Python, JavaScript, HTML/CSS, Java

Developer Tools: Git, VS Code, Visual Studio, PyCharm, Android Studio, Open AI API

Certificates: Google The Bits and Bytes of Computer Networking, Google Technical Support Fundamentals

Relevant Classes: Fundamentals of Computer Science 1, Discrete Structures, Fundamentals of Computer Science 2, Mathematics of Data Models, Algorithms and Data