Duong T Phan

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shadowoxe.github.io/

EDUCATION

University of Texas at Dallas   **May 2021**

Bachelor of Science in Mechanical Engineering   *Richardson, TX*

- GPA: 3.23
- Awards: Phi Theta Kappa Scholarship, Comet Transfer Scholarship

SKILLS

Programming Languages: C, C++, Java, C#, R, Python, PHP
Software: AutoCAD, SolidWorks, PTC Creo, Inventor, SQL Server, Visual Studio, Unity
Data and Math: MATLAB/Simulink, Microsoft Office

WORK EXPERIENCE

Free Lance   **April 2021 – Present**

Electronics Repair Technician   *Garland, TX*

- Diagnose and repair various electronics (phones, tablets, computers).
- Respond to customer inquiry about pricing, troubleshooting solution, and estimated lead time.
- Create a customer database using Microsoft SQL Server to keep track of customers information and be able to automate updates to customer resulting in a more efficient process.

Designer Shoe Warehouse   **June 2018 – May 2021**

Sales Associate   *Richardson, TX*

- Ensured excellent customer service to achieve a rewards program conversion rate of 90% or higher.
- Achieved and exceed sales target for the day through careful selection of merchandise recommendation to customers.
- Trained incoming associates on customer relationship, location of merchandises, and offering of the rewards program to increase customer retention.

PROJECTS

Universal Rotating Platform for VR devices | C++, C#, SolidWorks   **August 2020 – May 2021**

- Arranged weekly client meeting with team to update and address any concern the client might have with the project or changes the client want to implement.
- Decreased product cost by 20% vs competitor through the careful selection of parts and negotiation with suppliers.
- Drafted mechanical, electrical, and software schematics for prototype fabrication.
- Developed an algorithm in C++ to be able to read data sent from C# Unity VR environment through Bluetooth to ensure platform movement align with the player.
- Created a project plan to assessed key components and ensure milestones are being completed in a timely manner.

Motorized Mini Taffy Puller | AutoCAD   **September 2020 – December 2020**

- Designed a custom mini taffy puller using AutoCAD
- Optimized taffy puller design to reduce material cost by 10%
- Analyzed output angular position and velocity of the mini taffy puller
- prongs using PTC CREO mechanism application to ensure simultaneous rotation
- Drafted engineer drawing for fabrication and 3d print the project