Victor Aung

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Education

Northwestern University, Evanston, IL   June 2021 (anticipated)
    Robert R. McCormick School of Engineering and Applied Science
    Bachelor of Science in Computer Science
    Minor in Music Technology
    GPA: 3.572/4.0
    Major GPA: 3.800/4.0

Southern Lehigh High School, Center Valley, PA   June 2017
    Future Business Leaders of America: Chapter Secretary, National Qualifier

Skills

- Programming Languages: Python, HTML/CSS, Javascript, C++, C, Assembly
- Languages: Oral fluency in Burmese, basic communication skills in Mandarin

Experience

Northwestern University Information Technology, Evanston, IL   October 2017 - Present
Lead Service Desk Analyst
- Triaged and resolved technological issues to improve productivity of students and faculty
- Enhanced departmental reputation by providing friendly, empathetic customer service
- Designed and implemented new training procedure for new hires
- Promoted staff growth and development by mentoring 5 new service desk analysts per quarter
- Ensured high caliber of new service desk analysts by participating in hiring process

Ourly, Northwestern University Dance Marathon Tech Challenge   January 2019 - February 2019
Lead Developer
- Led team of three to win the Northwestern University Dance Marathon Tech Challenge
- Created iOS/Android timecard replacement app in React Native
- Designed to help Communities In Schools (CIS) of Chicago more accurately track work hours

Launch Party, Pioneers of Interactive Entertainment   January 2019 - Present
Developer
- Worked in team of 3 to create multiplayer party game in Unity
- Designed and coded various UI elements including title screen and player information
- Composed and implemented original soundtrack

FIRST Robotics Competition Team, Southern Lehigh High School   January 2015 - June 2017
President, Lead Strategist
- Oversaw and participated in strategy, design, building, and programming of robot functions
- Led team to District title and World Championship qualification