

Juno (Ava) Hope Cheung

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EDUCATION

New York University | Courant Institute of Mathematical Sciences - New York, NY

September 2022 - May 2026

B.A. in Computer Science | Minor in Web Programming and Application

Relevant Courses: Data Structures, Computer Systems Organizations, Basic Algorithms, Operating Systems, Software Engineering, Web Development, Applied Internet Technology, Agile Development and DevOps

PROJECTS

Bodega Cat Finder - Full-Stack Location-Based Web App

July 2025

Technical Project - Full-Stack Engineer

- Developed a geolocation-based web application for discovering cats in NYC bodegas using **React/TypeScript** frontend, **Python Flask** backend, and **PostgreSQL** database
- Integrated **Google Maps API** with real-time geolocation, user authentication, and photo upload functionality
- Built responsive UI with **Tailwind CSS** and deployed using **Docker** containerization with automated **CI/CD** pipeline
- Created **RESTful API** architecture supporting user reviews, favorites system, and advanced search/filtering capabilities

Resume Analyzer - Microservices Resume Evaluation Tool

April 2025

Technical Project - Team Lead & Full-Stack Engineer

- Led a team of 4 to create a resume parsing app using **FastAPI**, **Flask**, **MongoDB**, and **Docker**
- Implemented ML algorithms to extract skills from resumes and provide personalized job recommendations
- Orchestrated **CI/CD** pipeline with **GitHub Actions**, achieving 80%+ code coverage and reducing deployment time by 70%
- Facilitated Agile sprint cycles, standups, and code reviews

NyanDash - Endless Runner Game

October 2024

Technical Project - Full-Stack Engineer

- Developed an endless runner game featuring Nyan Cat, inspired by the Chrome Dinosaur Game, using **p5.js**, **HTML**, and **CSS** with retro visuals and dynamic gameplay
- Implemented difficulty scaling, scoring system with **localStorage**, and single-button controls

TECHNICAL EXPERIENCE

NYU Stern School of Business | New York, NY

IT Classroom Support Lead (CETG PT Captain)

January 2024 - Present

- Led troubleshooting and resolution of Tier 1 & Tier 2 technical incidents, reducing downtime by 20%
- Managed classroom IT systems, AV equipment, and network infrastructure to ensure uninterrupted operations for faculty and students
- Maintained IT asset inventory and enforced security and compliance protocols
- Documented processes and trained staff on software, AV systems, and workflow procedures

IT HELP DESK ANALYST

August 2023 - Present

- Handled incoming support requests via **Genesys**, **ServiceLink**, and **ServiceNow**, resolving hardware/software issues efficiently
- Analyzed recurring technical issues and recommended workflow improvements, streamlining support procedures
- Conducted regular system audits and performance checks to maintain classroom and office IT infrastructure

TECHNICAL SKILLS

Programming Languages: Java, Python, C, C++, JavaScript, HTML, CSS, Bash, PHP, x86-64 Assembly

Frameworks & Libraries: React.js, Vue.js, FastAPI, Flask, Django, p5.js, Express.js, Node.js

Tools: Docker, Git, Figma, Google Maps API, MongoDB, PostgreSQL, SQLite, VSCode

IT/ Enterprise Tools: Jira, ServiceNow, ServiceLink, Genesys, Mindbody POS

Other Skills: AV Support, Network Troubleshooting, Hardware Repair, Technical Documentation

CERTIFICATIONS & TRAINING

- Google IT Support Professional Certificate (In Progress - Expected November 2025)
- CompTIA A+ Certification (In Progress - Expected November 2025)