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)