**Allan Zheng**

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An engineer located in Boston, MA pursuing a MS in CS (specializing in Interactive Intelligence) from Georgia Tech. I would like to pivot into software engineering from technical support engineering after various fixed-term contract roles as well as full-time roles in the tech industry.

**Database**

**Hosting**:

-AWS (EC2 and Route 53)

-Google Cloud Platform

-Heroku

-Netlify

-Vercel

**Misc Knowledge:**

-NLP Techniques (word embeddings, Cosine similarity, TF-IDF) and LLMs

-Google Colab

-Version control systems (Github, SVN)

**Database:**

**-**Pinecone

-Postman API Testing

-SQL/PostgreSQL

-NoSQL

-MongoDB

**Frameworks:**

-Langchain  
-React

-Next

-Express

-React Native

-Angular

**Languages:**

-Python

-JavaScript

-Java

-C++

-Linux/Unix

-HTML/CSS

**Libraries:**

-jQuery

-Redux

-Vue

-Axios

**Projects:  
CareerGPT:** Used Langchain to fine-tune a career coach chatbot on PDF career coach books by tokenizing input, vectorizing input using the HuggingFace embedding model all-MiniLM-L6-v, storing input in a Pinecone vector database and generating a conversational retrieval chain for question answering with various LLMs (Llama2, DistilBert, GPT-2)

**Word Embedding Analysis with Word2Vec:** Computed word similarities and completed word analogies based on vector representations using the Word2Vec model. This project was the inspiration for the resume review feature for CareerGPT, which was initially implemented by picking an appropriately sized word vector model to calculate TF-IDF and cosine similarity scores between the user’s resume and the job description they input

**ML on CLAMP**: Coded supervised and unsupervised machine learning models (k-means clustering, logistic regression, random forest, gradient boosting) in Python before using one of these models on a dataset called “CLAMP” to predict malware scores

**Work Experience:**

**Senior Technical Support Engineer, AG Mednet December 2021-Present**

* Research and troubleshoot web and application-based errors within a team of 5 engineers that occur during clinical trial image uploads
* Execute and modify Linux scripts to re-send images within dead-letter queue of hardware agents
* Query Postgres database with SQL to obtain information necessary to solve customer issues

**Application Support Engineer, Proteck, Inc. (Fixed-Term Contract) June 2021-December 2021**

* Resolved JIRA tickets through customized implementation of SQL queries
* Researched and troubleshot code-related issues within a group of 5 developers (3 application support engineers and two software engineers)
* Categorized JIRA tickets according to team of concern: IT Dev Team, IT Rapid Response Team, IT Support Team

**Software Implementation Specialist, Smonik Systems, LLC (Fixed-Term Contract) Mar 2021-May 2021**

* Automated data extraction process for private equity clients through use of Smonik’s software solutions
* Produced customized code as per the requirement of the client’s financial statements

Processed tax documents for clients using Smonik’s proprietary software platform, resulting in expedited delivery of data to clients

**Technical Support Engineer, Mainvest, Inc. (Fixed-Term Contract) Sep 2020-Feb 2021**

* Created JQuery-based web scrapers to generate business prospects that sales team used for lead conversion
* Provided front-end (Vue) and back-end (Python) technical support to customers and sales team
* Ran SQL queries to drive business growth and provide actionable insights for management team

**Contract and Full-Time Accounting Roles in the Greater Boston Area Jun 2013-Mar 2020**

* Booked transactions to appropriate general ledger account by making debit and credit entries depending on transaction type
* Led private equity events such as capital calls and distribution events by coordinating sign offs, entering transaction, and ensuring final amount settled in custodian account
* Coded invoices to appropriate accounts payable account in order to enter charges into accounting software

**Education:**

**Masters of Science in Computer Science, Georgia Tech, Expected Graduation: May 2024**

Coursework: Software Development Processes (Fall 2023), AI Ethics and Society, Software Architecture and Design, High Performance Computer Architecture, Database Systems and Design, Introduction to Information Security, Computer Networks

**Full-Stack Web Development Bootcamp, CareerFoundry, Mar 2020-Sep 2020**

**Bachelors of Arts in Biological Sciences, Northwestern University, Sep 2009-Jun 2013**