**Allan Zheng**

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A technical support engineer located in Boston, MA skilled in front-end and back-end development pursuing a MS in CS from Georgia Tech

**Database** **Hosting**:

-AWS Lambda

-Google Firebase

**Other:**

-Data Structures and Algorithms

-Test-driven

Development/behavior-driven development

-Object-oriented programming

**Database:**

-Postman API Testing

-SQL/PostgreSQL

-NoSQL

-MongoDB

**Libraries:**

-JQuery

-React

-Redux

**Frameworks:**

-Angular

-Vue

-React Native

-Django

**Languages:**

-JavaScript

-Java

-Python

-Linux/Unix

-C#

-HTML

-CSS

**Education:**

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

Coursework: 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, 3.4/4.0, Sep 2009-Jun 2013**

**Work Experience:**

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

* Research and troubleshoot Java-based application errors that occur during clinical trial dicom image uploads
* Execute Linux scripts to re-send images within dead-letter queue of hardware agents
* Query Postgres database to obtain information necessary to solve customer issues

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

* Resolve JIRA tickets through customized implementation of SQL queries
* Research and troubleshoot code-related issues with team of developers
* Categorize JIRA tickets according to team of concern: IT Dev Team, IT Rapid Response Team, IT Support Team

**Software Implementation Specialist, Smonik Systems, LLC Mar 2021-May 2021**

* Automate data extraction process for private equity clients through use of Smonik’s software solutions
* Produce customized code as per the requirement of the client’s financial statements
* Process K-1 documents for clients using Smonik’s proprietary software platform, resulting in expedited delivery of K-1 data to clients

**Technical Support Engineer, Mainvest, Inc. Sep 2020-Feb 2021**

* Created JQuery-based web scrapers to generate business prospects that sales team could use for lead conversion
* Provided front-end (Vue) and back-end (Python) technical support to customers and sales team to ensure a smooth user experience
* 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 (TJX Inc., Fuze Inc., Urban Property Management, State Street, The Bulfinch Company) May 2015-Mar 2020**

* Deposited a large volume of checks and wires daily to maintain healthy operational cash flow (Bulfinch)
* Led distribution and capital call events in a timely, organized manner (State Street)
* Analyzed and reported financials for 10+ commercial properties using data analytics software (Urban Property)

**TEFL-Certified English Teacher, New Power English Jun 2013-May 2015**

* Taught English to oil executives and students looking to pursue overseas education

**Projects (Please See** [**https://azheng1991.github.io/portfolio-website\_final/work.html**](https://azheng1991.github.io/portfolio-website_final/work.html) **For More Examples):   
MyFlix App:** Uses the MERN tech stack to fetch movie data from a custom API allowing users to register, log-in, add and delete movies. Tested API endpoints using Postman.  
**MyQuiz App:** Uses the JavaScript framework Angular to create a series of quizzes that test user's knowledge of COVID-19 and basic math.