Bao Nguyen

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EDUCATION

Bachelor of Science in Computer Science
Rutgers University-Camden
Relevant courses: Object Oriented Programming, Data Structure, Algorithm, Linear Algebra, Discrete Mathematics, Computer Organization, Artificial Intelligence, Operating System
Dean's List: 5 semesters

Graduation Date: May 2025
Camden, NJ

EXPERIENCE

Information Technology Consultant
Rutgers University

06/2023 – present
Camden, NJ

- Provide comprehensive technical support and troubleshooting assistance to end-users via phone, email, and in-person interactions
- Diagnose and resolve hardware and software issues related to desktops, laptops, printers, mobile devices, and other
- Respond promptly to support tickets, adhering to defined service level agreements and ensuring timely resolutions of issues
- Document all support activities, solutions, and updates accurately in the ticketing systems to maintain a complete record of user interactions and issue resolutions
- Continuously update technical knowledge through self-study, training, and professional development opportunities

Barista & Cashier
Mr.Wish

2022 – 2023
Cherry Hill, NJ

- Made a wide variety of hot and cold drinks in average shifts with consistently positive customer satisfaction scores
- Monitored supply levels at the counter and maintained customer areas to meet typical demands
- Recommended products based on a solid understanding of individual customer needs and preferences
- Pleasantly interacted with customers during hectic periods to promote a fun, positive environment

PROJECTS

Moth-Flame Optimization Algorithm Implementation

04/2024

- Implemented the Moth-Flame Optimization (MFO) algorithm in Python, inspired by the natural behavior of moths' attraction to flames.
- Developed the MFO algorithm, including initialization, position updates, fitness evaluation, and optimization process.
- Visualized the results and convergence curves for all fitness functions, demonstrating the algorithm's efficiency and effectiveness in finding optimal solutions.

Multithreaded Web Crawler

04/2024

- Developed a high-performance, multithreaded web crawler in C, designed to efficiently fetch, parse, and process web pages from the internet using concurrent threading techniques.
- Utilized POSIX threads (pthreads) to enable concurrent fetching and processing of web pages.
- Implemented depth control to limit the crawling depth, preventing infinite recursion.

Customer Billing System

2022

- Utilized C to create a program that queries inputs from the user on how many watts of electricity and gas is used
- Combine the cost and give out a bill. The bill is stored in a file for future reference and could be looked at by the customer or the billing company
- Data is displayed like a table when requested and should be able to print the sorted data

OTHER SKILLS & AWARDS

Relevant Skills
Python, C, Java, HTML, MATLAB, JavaScript

Awards:
Meritorious Achievement Scholarship, Scarlet Promise Grant, Dean's List Fall 2021 & Spring 2022

Languages:
English (Native), Vietnamese (Intermediate), Spanish (Basic)