Bao Nguyen

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EDUCATION

Bachelor of Science in Computer Science   May 2025
Rutgers University-Camden   Camden, NJ
Relevant Courses: Object Oriented Programming, Data Structure, Algorithm, Linear
Algebra, Discrete Mathematics, Computer Organization, Artificial Intelligence, Operating
System
Relevant Skills: Python, C, Java, HTML, MATLAB, JavaScript, ServiceNow
Dean's List: 5 semesters

EXPERIENCE

Information Technology Consultant   Jun 2023 – Present
Rutgers University   Camden, NJ
- Resolve **95%** of over **100 user's hardware issues** on the first contact, cutting
  downtime by 20% through the effective use of **ServiceNow**.
- Troubleshoot and rectify hardware/software issues for desktops, laptops, printers,
  and mobile devices, increasing user satisfaction.
- Process **30+** support tickets weekly, maintaining a **98%** SLA compliance rate.

Barista & Cashier   Jun 2022 – Jun 2023
Mr.Wish   Cherry Hill, NJ
- Crafted over **200 hot and cold beverages** daily, achieving a **99% customer**
  satisfaction rate.
- Suggested products based on an understanding of customer preferences, boosting
  sales per transaction by **10%.**
- Optimized inventory levels at the counter, reducing shortages by **15%**.

PROJECTS

Moth-Flame Optimization Algorithm Implementation   Apr 2024
- Imitated the Moth-Flame Optimization (MFO) algorithm in Python, inspired by
  the natural behavior of moths' attraction to flames.
- Engineered the algorithm to improve efficiency by **15%** in finding optimal
  solutions.
- Visualized convergence curves, demonstrating the effectiveness of the optimization
  process.

Multithreaded Web Crawler   Apr 2024
- Constructed a high-performance web crawler in C, designed to efficiently fetch,
  parse, and process web pages using concurrent threading techniques.
- Enhanced processing speed by **25%** through the implementation of POSIX threads.
- Improved resource efficiency by **20%** using depth control techniques.

Customer Billing System   Oct 2022
- Designed a C program to query user inputs for electricity and gas usage,
  automating the billing process for over **500** customers.
- Generated and stored bills in a centralized database, improving retrieval efficiency
  by **30%** for both customers and billing companies.
- Formatted and displayed data in a tabular format, reducing data retrieval time by
  25% and enabling sorting and printing of records.

Bank Transactions   Dec 2021
- Developed a Python program to automate banking transactions for over **1,000**
  customers, processing an average of **5,000** transactions monthly.
- Updated customer bank balances by accurately processing all deposits and
  withdrawals from transaction files, enhancing data accuracy by **20%**.

OTHER SKILLS & AWARDS

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

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