

# Chris Lam

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## EDUCATION

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**Virginia Polytechnic Institute and State University**

**Blacksburg, VA**

**B.S. in Computer Science**

**December 2024**

**Relevant Courses:** Data Structures (**Java**), Computer Systems (**C**), Algorithms Analysis (**Java**), iOS Mobile Development (**Swift**)

## TECHNICAL SKILLS

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**Programming Languages:** Java, Python, JavaScript, C, HTML, CSS, C++, Swift, C#

**Experience:** ReactJS, Vue, Junit, AWS, Firebase

**Database:** MySQL, Microsoft SQL

**IDE:** Visual Studio Code, Eclipse, Xcode, jGrasp

## PROFESSIONAL EXPERIENCE

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**QNAP Systems – Technical Support Engineer**

**January 2025 - Current**

- Delivered technical support for **NAS/NVR systems** by diagnosing and resolving **hardware** and **software** issues, ensuring optimal system performance and maintaining **100% customer satisfaction**
- Troubleshoot and **resolved complex network connectivity issues**, configured **RAID storage systems**, and managed network setups, including **routers**, **switches**, and related infrastructure.
- Implemented and supported **backup**, **restoration**, and **disaster recovery systems**, ensuring data integrity and system reliability

**Freelance Software Developer**

**June 2024 – September 2024**

- Pursued **Coursera** certifications in various subjects, with a focus on front-end development using **React**
- Participated in **daily stand-up meetings**, providing status updates on project tasks and deliverables
- Collaborated on both **individual** and **team-based projects** with a team of four, contributing to full-cycle development

## PROJECTS

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**Code Snippet Web Application | Personal Project**

**July 2024 - September 2024**

- Created an application with **AWS services**, **Microsoft SQL**, **Spring Boot**, and **ReactJS** to allow users to post/search front-end code snippets and be able to view them in a visualizer
- Developed a live code editor allowing users to preview **HTML**, **CSS**, and **JavaScript** code with **ReactJS**
- Utilized **GIT software** to source control a codebase with 4 developers
- Followed **Agile** framework and participated in daily **scrum** meetings

**Real Estate Application | Personal Project**

**June 2024 - July 2024**

- Created a mock real estate platform with **Firestore Authentication**, **Firestore Storage**, and **Firestore Database**
- Implemented an **advanced search and filter system** allowing users to search by location and price range
- Developed full **CRUD** functionality for property listings, allowing users to create, view, update, and delete properties

**Twitter Collection | Senior Capstone Project**

**January 2024 - May 2024**

- Led a team of 4 to convert, organize, and store 6 billion Twitter tweets collected by Dr. Andrea Kavanaugh for Virginia Tech research projects
- Developed **python** scripts to convert three different types of tweets into a singular JSON format
- Implemented a **BERT** machine learning model to classify tweets by events and a **GloVe** model to detect hate speech in tweets