Dong Min Hong

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EDUCATION

Florida State University | Tallahassee, FL

Bachelor of Science Information Technology   Minor: Mathematics | May 6, 2017

WORK EXPERIENCE

Streamline Health | Atlanta, GA

Client Support Analyst | Jun 2017 – Present

- Utilize SQL database queries to investigate data integrity.
- Generate customized reports per clients' requests through SQL.
- Utilize Linux/Unix commands to troubleshoot and improve clients' environment/workstation.
- Establish and maintain personable and professional relationships with clients with one-to-one meetings.
- Prioritize and manage multiple issues and requests that span various solutions for multiple organizations.
- Collaborate inter-departmentally to resolve issues, while tracking and managing resolution processes via a service management platform.
- Effectively communicate technical knowledge to end users via training and drafting documentation.
- Respond promptly and resolve client issues and requests related to software, network and hardware.

FSU College of Communication & Information Goldstein Library | Tallahassee, FL

Library Technology Intern | January – May 2016

- Analyzed 3D printer and learned how to use it for future public use.
- Communicated effectively with the director
- Researched different ways to troubleshoot while printing.
- Published written and recorded tutorials of 3D printer usage for the librarians.

COMMUNITY INVOLVEMENT

InterVarsity Fellowship

Asian-American Ministries Leader, Small Group Leader, Treasurer | January 2014 – April 2016

- Recruit and develop small group leaders in facilitating discussion through semester long apprenticeship.
- Greet new students at weekly meetings and gather student information to follow-up post meeting.
- Collected $200 from Student Government Association by successfully communicating needs of organization.

SKILLS

- Bilingual (Korean, English)
- Oracle
- Linux\Unix
- Web Developing (HTML & CSS)
- Java

PROJECT

Personal Portfolio

- Created a personal portfolio using HTML & CSS.
- Showcases different personal projects.
- www.hongdongmin.com