DONG MIN HONG

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EDUCATION

Florida State University, Tallahassee, FL   Bachelor of Science, 2017
    Major: Information Technology | Minor: Mathematics
    Major GPA: 3.788

WORK EXPERIENCE

Streamline Health   Atlanta, GA
Client Support Analyst   June 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
- Manage and provide solutions for various types of issues and requests given by multiple organizations
- Collaborate inter-departmentally to resolve issues, while tracking and managing resolution processes via Salesforce & Cherwell Service Management
- Effectively communicate technical terms and concepts 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 capabilities and features on 3D printer and learned how to use it for future public use
- Researched different ways to troubleshoot while printing
- Published written and recorded tutorials on 3D printer usage for the librarians

COMMUNITY INVOLVEMENT

InterVarsity Fellowship   Tallahassee, FL
Asian-American Ministries Leader, Small Group Leader, Treasurer   January 2014 – April 2016
- Recruited and trained small group leaders to facilitate discussions during weekly Bible studies through semester-long apprenticeships
- Welcomed new students to our ministry's weekly meetings and proactively built those relationships outside of established meetings
- Received $200 from the Student Government Association by successfully communicating the needs of our organization

PROJECTS

AI Rule Discovery - SQL
- Created a script per client's requested custom report
- Utilized UNION ALL operator, INNER JOIN clause and CASE statement to extract requested information
- Spearheaded the project to initiate progress meetings with the supervisors and managers
- Identified and collected the appropriate data to create a custom report by researching multiple archived tables

University Directory – MySQL
- Designed the University's database by understanding database relationships within different sets of tables
- Learned the various types of database relationships (one-to-one, one-to-many, many-to-many) and implemented the learned concepts to create practical ways that best connected the existing data tables
- Executed INSERT INTO statement in each table to create at least 5 data in each table

Client Environment Upgrade
- Created an agenda with the Project Manager by effectively communicating plans for the future implementation
- Collaborated with appropriate resources and clients with the progress during the upgrade
- Shadowed a DBA (Database Administrator) on the implementation of upgraded software and applications
- Maintained client relationships by scheduling bi-weekly meetings after the completed upgrade

Personal Portfolio
- Created a personal portfolio using HTML & CSS
- Demonstrated different personal projects
- Implemented three different types of designs to improve user experience

SKILLS

SQL (Oracle & Microsoft SQL) • Linux/Unix • Web Developing (HTML & CSS) • Bilingual (Korean, English)