

Pei-he Wen
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EDUCATION

The University of Texas at Dallas

May 2022

B.S., Information Technology and Systems

GPA: 3.47

RELEVANT COURSES/SKILLS

- Database Fundamentals
- System Analysis and Design
- Enterprise Resource Planning
- Application development in ASP.NET Core MVC
- MySQL/ Oracle/ SqlServer
- Git/Github
- OOP Programming in Java and .NET
- React/Javascript/HTML5/CSS3
- App Deployment with Vercel/DNS configurations

WORK EXPERIENCE

HCL America DG Development - Frisco, Texas

Jan 2025 – Present

Software Developer

- Developed a backend process for business supply chain users to search ASN information using Java SpringBoot, improving business efficiency by 35% and reducing ticket count by up to 50%.
- Coordinated with supply chain business partners to design and deploy user friendly applications within SLAs.
- Developed backend services using shell scripting to automate manual update tasks, reducing ticket counts by up to 10% and eliminating manual efforts.
- Built and deployed RESTful APIs to integrate supply chain data across multiple systems, enhancing data accessibility for business users
- Collaborated in Agile development sprints, participating in code reviews and implementing best practices for maintainable, scalable code

HCL America DG ITOS - Frisco, Texas

Nov 2022 – Present

L2/L3 Support Engineer

- Managed critical processes in Financial Solutions, HR/Payroll, Real Estate Solutions, and Operation Management Solutions that ensured completion of business services from business to consumers.
- Supported OpCon jobs for Financial Solutions, HR/Payroll, Real estate solutions, and Operation Management Solutions ranging from various operating systems and environments.
- Analyzed OpCon log files and shell scripts to determine the root cause for job failures and provide a solution within SLA periods.
- Conducted analysis of past recurring tickets to formulate action items that would improve the company's productivity and reduce ticket count by up to 20%.
- Created presentation reports for weekly status meetings with client SMEs/team leads that displayed ticket resolution rate and weekly progression through pivot charts and diagrams using Excel.
- Generated problem tickets after P1 incidents as a preventative measure to improve quality and uptime for business applications.

ACADEMIC PROJECT EXPERIENCE

ITSS Capstone Project, ITSS 4395

January 2022 – May 2022

- Utilized the SCRUM Methodology to work with seven other groupmates on a company sponsored project
- Responsible for providing and creating a solution using JavaScript, CSS, and HTML to automate data entry

Database Building and Implementation Project, ITSS 4300

January 2021 – April 2021

- Designed an Entity Relationship Diagram to address a theoretical business scenario
- Created the database using a multi-step implementation process using Oracle Live SQL with four other group members

Data Analysis Group Project, ITSS 4351

September 2021 – December 2021

- Selected and cleansed a real-world dataset using the US Census Bureau on healthcare coverage in the United States
- Visualized findings to project a clear message from the dataset using Tableau
- Created data visualizations to be evaluated by industry professionals

ADDITIONAL INFORMATION

Languages: English, Mandarin Chinese