

DIANE TRAN

Dianetran24141@gmail.com
Linkedin.com/diane-tran-cs
Github.com/goldencarrots72
Goldencarrots72.github.io
(856)383-2922

Education

Computer Science: Bachelor of Science / Rutgers, New Brunswick

Expected Grad: May, 2021

Douglass Residential College

GPA: 3.3

Skills

Languages: Java, C#, HTML, XML, CSS, JSON

Frameworks: GitHub, MS Team Foundation Server, MS Share Point, MS Bot Framework, QnAMaker, LUIS, Dialog Flow, and Alexa SDK

Experience

APP DEVELOPER CO-OP / UPS Innovation Center, Parsippany

MAY 2018 – PRESENT

- Used Visual Studio, MS Bot Framework, C#, and language understanding tools to enhance and implement features to UPS Chat Bot for more than 35 million customers in 15 countries
- Some Features: QnAMaker, Text Analytics, Drop Box & Feed Back, Reschedule Delivery, Log in & Sign up, UPS Stock, Nearby Store & Drop Box Hours, Show More Packages, etc.

RESEARCH ASSISTANT / Rutgers University, Piscataway

JAN 2018 – SEP 2018

- Modelled taxi and cell signals to find patterns and apply as solutions for city sized problems
- Used Processing, PnPoly, and Python to code 10,000 coords to 6 maps for graph

Projects

2048 APP / Android Studio, Java

June 2018

- Sliding, spawning blocks, limited spaces, and a time crunch! An exciting twist to the popular puzzle game, 2048, by Gabriele Cirulli

Spontaneous Date Bot / Visual Studio, MS Bot Framework, C#, Rich Cards

July 2018

- This interactive bot creates a carousel of location cards with desc., pics, and links based on your preferences and responses

Advanced Chatbot / MS Bot Framework, QnAMaker, LUIS, Text Analytics, C#

Aug 2018

- Chatbot responds to queries with an FAQ populated QnAMaker Knowledge Base
- Complicated queries & tasks (place & track orders etc.) are routed to LUIS
- Sentiment analysis derived from user queries with Text Analytics

Activities (Special Endeavors)

Community Director / Undergraduate Student Alliance of Computer Scientists

- Lead a WiCS Sleepover for 4 WiCS orgs to increase female comfort in the tech community

Event Coordinator / Rutgers Mobile App Development

- Organized the RU Tech Fair to increase diversity, student involvement, awareness of resources, and bring the tech community together
- Featured 22 Rutgers Tech Clubs and had over 400 students in attendance

Representative / Douglass-DIMACS Living-Learning Community for Women in CS

- Organized a tech tour in NY for 20 women in CS and mentoring for 2 LLC freshmen