DIANE **TRAN**

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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: Reschedule Delivery, Log in & Sign up, UPS Stock, Nearby Store & Drop Box Hours, Show More, Delayed Packages, etc.

RESEARCH ASSISTANT / Rutgers University, Piscataway   **JAN 2018 – PRESENT**

- Traced taxi data and cell signals in Beijing to model patterns and research how they can help solve city sized problems
- Used Processing, PnPoly, and Python to plot 10,000 coordinates and code 6 maps, overlaid them, and removed outlying points

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**

- Not sure where you want to go? 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 also reads the user's query

Activities (Special Endeavors)

Community Director / Undergraduate Student Alliance of Computer Scientists

- Leading a CS Women's Sleepover featuring 4 different Women in STEM orgs

Event Coordinator / Rutgers Mobile App Development

- Assembled the Tech Fair with over 20 Rutgers Tech Clubs promoting student involvement

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