# DIANE **TRAN**

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## Education

**Rutgers, New Brunswick / Douglass Residential College**                 Expected Grad: May, 2021

B.S. Computer Science                                                                 GPA: 3.3

## Skills

**Languages:** Java, C#, 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

**SOFTWARE ENGINEER INTERN / Microsoft,** Redmond WA          **MAY 2019 – AUG 2019**

**APP DEVELOPER CO-OP / United Parcel Service,** Parsippany NJ          **MAY 2018 – NOV 2018**

- Used C#, Visual Studio, MS Bot Framework, and language understanding tools to enhance and implement features to UPS Chat Bot for more than 35 million customers in 15 countries
- Features Implemented: 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 NJ          **JAN 2018 – SEP 2018**

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

## Projects

**Sudoku Solver / C**                                                                 **OCT 2018**

- Creaded in C by designing and implementing backtracking algorithm

**2048 APP / Android Studio, Java**                                              **JUN 2018**

- Built Android app in Java based on puzzle game, 2048, with added features such as time limit

**Advanced Chatbot / MS Bot Framework, QnAMaker, LUIS, Text Analytics, C#**          **AUG 2018**

- Chatbot routes simple FAQ queries to QnAMaker, complicated queries & tasks (place &track orders etc.) are routed to LUIS, and analyzes for sentiment using Text Analytics

## Activities (to present)

**Community Director / Undergraduate Student Alliance of Computer Scientists**   **MAY 2018**

- Maintained inclusive and welcoming space for RU CS community
- Organized socials ~**40**, diversity events ~**50**, and game nights ~**50** people
- Increased event attendance by ~**20** to **45** people, and gender diversity from ~**20%** to **40%**

**Event Coordinator / Rutgers Mobile App Development**                       **MAY 2018**

- Organized the first RU Tech Involvement 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 LLC for Women in CS**                    **JAN 2018**

- Organized the 1st and 2nd LLC tech tours to OATH and FaceBook in NYC for 40+ women in CS