

# DIANE TRAN

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## Education

**Rutgers, New Brunswick / Douglass Residential College**  
B.S. Computer Science

Expected Grad: May, 2021  
GPA: 3.2

## 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

**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**

- Created 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 1<sup>st</sup> and 2<sup>nd</sup> LLC tech tours to OATH and Facebook in NYC for 40+ women in CS