Helen Chen

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EDUCATION

GEORGIA STATE UNIVERSITY, College of Arts & Sciences **Atlanta, Georgia**
Bachelor of Science in Computer Science *June 2024*
- GPA: 3.3
- Awards: Dean's List (Fall 2019), President's List (Spring 2020)
- Scholarships: Excellence Scholarship, Zell Miller Scholarship

EXPERIENCE

Northrop Grumman **Falls Church, VA**
Global Cyber Policy Intern *January 2023 – August 2023*
- Supported the Global Cyber Policy team as its first scrum master, devising team specific metrics, streamlining data entry processes into the ServiceNow platform, crafting internal guidance documents, and constructing dashboards to effectively communicate team contributions to leadership
- Conducted comprehensive research on global cybersecurity regulations, policies, frameworks, and best practices to provide crucial insights for informed decision-making
- Collaborated with cross-functional teams to draft organization-wide cybersecurity policy
- Analyzed internal company policies and procedures to ensure alignment with NIST SP 800-171 and other cybersecurity policy regulation

Genuine Parts Company **Atlanta, Georgia**
Technology Intern – Software Engineering *May 2022 – July 2022*
- Developed in-house code for geolocation microservice by leveraging Java Spring Boot framework and existing Apache Cassandra database to reduce company costs on third-party services
- Managed testing of software for bugs and collaborated with inventory team to successfully implement solutions and decrease operating speeds for at least 85% of all bugs identified
- Incorporated exception handling and code refactoring throughout software development process

Krystal Restaurants LLC **Dunwoody, Georgia**
IT Intern *June 2021 – August 2021*
- Assisted in implementing first online ordering system for 200+ company-owned locations and developed manuals to guide field employees
- Managed status of 100+ unwanted telecommunication services and contributed to cost savings of approximately $10,000 per month
- Analyzed POS logs to identify outages and errors and collaborated with management to resolve issues
- Oversaw the successful installation of critical security patches on over 300 company-owned laptops
- Provided direct and timely technical assistance to employees and completed ad hoc tasks as deemed necessary by management

Chen's Restaurant **Buford, Georgia**
Cashier *February 2019 – January 2023*
- Coordinated technology procurement and arranged first POS System under Beyond Menu
- Supervised completion of third-party online ordering system such as UberEats and BeyondMenu
- Managed physical and online menu layout, ensuring updated prices and availability, and processed sales up to $400

SKILLS/INTERESTS

Skills: Customer Service, Teamwork, Technical Troubleshooting, Java, Python, Spring Framework, ServiceNow Platform, Data Visualization, Microsoft Office Suite, Google Suite, GitHub, Familiar with MySQL, NoSQL, Apache Cassandra, Tableau, R, Assembly Language, C
Certificates/Courses: Google Cloud Fundamentals: Core Infrastructure, Cisco Introduction to Cybersecurity, Agile Foundations