# JAMES ZHENG

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## EDUCATION

**Boston University, College of Metropolitan**                                                                Boston, MA
*Candidate for Master of Science in Software Development*                                   Sept 2023 – Present

**University of Massachusetts Amherst, College of Social & Behavioral Sciences**       Amherst, MA
*Bachelor of Arts in Communication*                                                              Sept 2019 -  May 2023
Major: Communications, Minor: Information Technology | GPA: 3.6
Honors: Dean's List, John and Abigail Adams Scholarship, Asian American Student Association.
Study Abroad: South Korea

## PROFESSIONAL CERTIFICATIONS
- Introduction to Hardware and Operating Systems (Coursera)

## ACADEMIC COURSES
- Software Design and Patterns, Statistics, Advanced Programming Techniques, Data Structures and Algorithms, Data Science using R, Programming w/ Data Structures, Software Engineering.

## RELEVANT EXPERIENCE

**Software Engineer: Top Movies API group Project**                                              Boston, MA
*Security Leader/ Frontend UI Developer*                                                        Sept 2024 – Oct 2024
- Implementing security microservices and tools into CI/CD pipeline to check code quality and assurance
- Configuring and implementing the frontend UI with html, javascript, and CSS
- Using a database from the backend to generate the movie data from inputted data received in the frontend

**Netflix, TV Shows & Movies Database Analysis Using R Studio**                            Amherst, MA
*Lead Analyst*                                                                                 Sept 2022 – Dec 2022
- Applied different data from 5 datasets to formulate graphs and tables for clear comparisons.
- Utilized R Studio to compute functions with ggplot, tidyverse, and rmarkdown packages.
- Managed documentation, digital libraries, toolkits, and archive of project history.
- Oversaw the final output of the code and descriptions to meet the UX requests.

**Website Development Group Project**                                                          Amherst, MA
*Project Leader/Developer*                                                                     Jan 2021 – May 2021
- Programmed website with HTML language through the whole software development life cycle.
- Implemented feature requests, bug filing, and testing to manage the QA process for the website launch.
- Created and maintained Standard Operating Procedures for web product implementations.
- Executed 11 different HTML functions to perform tab management, drop-down abilities, and link affiliations.

## WORK EXPERIENCE

**Tokyo Steak House**                                                                          Peabody, MA
*Assistant Manager*                                                                            Jan 2015 – Dec 2022
- Oversee phone calls, schedule reservations, greet and seat customers using Yelp Reservations
- Manage take-out orders via phone, UberEATS, GrubHub, Caviar, DoorDash, Chow Now
- Maintain all technological devices are in operation
- Monitor and oversee food quality, customer satisfaction, and overall restaurant ambiance
- Record inventory and restock supplies throughout the restaurant

**Cloud Fusion & Bar**                                                                         Quincy, MA
*Server*                                                                                       July 2023 – Present
- Record food and drink orders to serve customer requests to the highest standards
- Maintain full product knowledge of the food menu, alcohol selection, and daily specials
- Deliver food orders to kitchen staff using the POS Toast Tab efficiently
- Trained four new serving staff members and tracked their progress/restaurant knowledge
- Lead closing duties, including preparing future side dishes, dressings, and restocking supplies

## SKILLS
**Software**: R Studio, VS Studio, Java Script, Python, HTML, Java, CSS
**Proficient In:** Microsoft Office/Teams, Excel, AutoCAD, Windows, Mac Operating Systems, SAS, and 3D Design Software
**Languages:** Fluent in English and Mandarin