

Justin Cheng

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A third-year student pursuing a BS in Information Management & Technology with a focus in Front end web development and UI/UX design. Classroom experience in high-demand programming languages along with two years of professional customer support experience. Exploring for summer 2023 internships.

EDUCATION

Syracuse University, *iSchool for Information Studies* – Syracuse, NY

September 2020 – Expected May 2024

Major: Information Management & Technology

GPA: 3.62

SKILLS AND CERTIFICATIONS

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|--|------------------------------|--|-----------------------|
| ▪ HTML5/CSS3 | ▪ React JS | ▪ Python | ▪ Figma |
| ▪ Vanilla JS | ▪ Bootstrap | ▪ Agile methodology | ▪ PHP |
| ▪ Cert. Microsoft Office Excel Associate | ▪ SQL (Transact SQL) DDL/DML | ▪ Microsoft SQL Server Management Studio | ▪ Mandarin (Speaking) |

FRONT END WEB APPLICATIONS

- GitHub: <https://github.com/jcheng01/portfolio>
- Website: <https://justincheng2.netlify.app/>
- Created personal interactive animated "robot friend" project demonstrating CSS flexbox grid, animations, and vanilla JavaScript
- Used Bootstrap5 framework to quickly build front-end webpages with varying components

RELEVANT COURSEWORK

- **IST 263** - Principles for construction and publication of multimedia documents for the Web. Incorporate a user-based approach to planning, design, implementation and management with an entrepreneurial perspective and with a focus on client/enterprise
- **IST 256** - Students learn practical applications of computer programming with Python such as how to automate tasks, manipulate data and solve problems applicable to almost any academic discipline.
- **IST 363** (Current) - Utilize PHP and custom theming with WordPress. At the end students will coordinate the applications React with WordPress in Next.js to customize professional front-end portfolio
- **IST 523** (Current) - Learn basic and advanced website design principles utilizing Adobe Photoshop and Figma, with emphasis on typography, color theory and layout. Understands used to create animation and dynamic web applications.

WORK EXPERIENCE

Syracuse University - iSchool

Syracuse, NY

Student Technology Consultant

September 2022 – Present

- Collaborate with other IT department staff to resolve customer inquiries and ensure quality support at a rate of 100%
- Effectively troubleshoot enterprise WIFI and remote desktop server issues while servicing 10+ clients weekly
- Trained in iSchool technology help desk resources, policies, and services to provide technical support over the phone and in person, and maintaining the smooth operation of the iSchool facilities

Rapid Response Monitoring

Syracuse, NY

Operations Customer Specialist

May 2022 – July 2022

- Trained in utilizing several alarm monitoring software required for processing alarms activations across the country
- Processed alarms for in/outbound calls from customers and authority agencies with a quality assurance rate of at least 85%
- Provide detail-oriented customer service and empathetic support with a sense of urgency

Syracuse University – Barnes Center

Syracuse, NY

Front Desk Receptionist

September 2020 – December 2021

- Provided excellent patron service, effectively maintaining a 99% satisfaction rate
- Answered Queries on wide-ranging service concerns utilizing facility virtual catalog