

# Justin Cheng

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A third-year student pursuing a BS in Information Management & Technology with a focus in Front end development and Project Management. 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

- |  |                              |  |                       |
|--|------------------------------|--|-----------------------|
| ▪ HTML5/CSS3                             | ▪ React JS                   | ▪ Python                                 | ▪ Figma               |
| ▪ Vanilla JS                             | ▪ Tailwind                   | ▪ 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 unique 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