

Jennifer Cheung

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Objective

Computer Science graduate with administrative support experience and excellent technical proficiency in mobile device/AV management, vendor coordination, and IT service administration. Excel in project coordination, process documentation, and end-user support with strong knowledge of Windows 10, Microsoft Teams, and Office 365. Strong organizational and communication skills, and proven ability to manage multiple creative, open-ended projects in fast-paced environments.

Education

Northeastern University, BS in Computer Science Sep 2021 - May 2025

- GPA: 3.4/4.0
- **Coursework:** Object Oriented Design, Data Structure and Algorithms, Discrete Structures, Database Design
- **Awards:** Dean's Presidential Merit Scholarship (24k/year), Dean's List

Experience

Data Analyst/Research Assistant, Queens University – Belfast, Ireland Jan 2024 - Present

- Managed end-to-end research project including platform configuration, participant coordination, and data analysis
- Developed and maintained documentation for experimental processes and workflows
- Collaborated with cross-functional team to implement technical solutions

EXP Makerspace Lab Assistant, Northeastern University – Boston, MA Feb 2023 - May 2025

- Provided technical support and training for 500+ users on specialized equipment, demonstrating ability to translate complex concepts for diverse audiences
- Streamlined operational workflows and documentation processes across 15,000 sq ft facility
- Managed equipment inventory and maintenance schedules, ensuring optimal availability of resources

SGA Backend Engineer, Project Lead, Northeastern University – Boston, MA Jan 2024 - May 2024

- Coordinated team projects including ticket assignment and weekly sprint meetings
- Optimized backend systems, improving response times by 40%
- Served as liaison between technical team and university stakeholders

Laboratory Technician, Northeastern University – Boston, MA Sep 2022 - Aug 2023

- Provided technical support and troubleshooting for laboratory equipment
- Maintained inventory management systems and procurement processes
- Assisted with facilities management and equipment coordination

Projects

Personal Website | JavaScript, HTML/CSS, React.js, Next.js, Node.js Present

- My little corner of the Internet, where creativity meets craftsmanship—you will find my projects and hobbies!

Skills

IT: Mobile Device Management, Vendor Coordination, Procurement Support, Account, ServiceNow

Software: Windows, MacOS, Linux, UNIX, Microsoft Teams, Office 365, ServiceNow, DocuSign

Technical: Python, Java, JavaScript, R, SQL, HTML/CSS, RESTful APIs

Soft Skills: Project Coordination, Cross-functional Collaboration, Problem Solving, Customer Service