

Education

- **Rensselaer Polytechnic Institute (RPI), Troy, NY** (GPA: 3.62) **May 2019**
 - B.S. Information Technology and Web Science / B.S. Business and Management
 - Related Coursework: Web Systems Development, Data Structures, Intro to Management, Intro to IT & Web Science

Work Experience

- **Viacom - IT Service Desk Analyst, NY, NY** **June - August, 2016**
 - Level 1 helpdesk support analyst; handled 500 calls on a weekly basis; average handle time less than 5 minutes
 - Created, processed, and routed several hundred incident tickets through ServiceNow CRM on weekly basis
 - Troubleshooted issues related to Exchange, VDI/VPN, Verizon UIS, Active Directory, LDAP, and proprietary applications

Leadership Experience

- **Rensselaer Union Executive Board – Member at Large**, RPI, Troy, NY **2015-Present**
 - Oversee the Rensselaer Student Union's \$4.5 million budget which includes all clubs, intermural sports, the Rensselaer Collegiate Store, Father's Convenient Store, the Mueller fitness & wellness center, and related administrative services.
 - Establish and maintain coherent policies, business operations, and branding within the RPI community.
- **Becton, Dickinson and Company- IT Winter Externship**, Franklin Lakes, NJ **January 7, 2016**
 - Engaged in interactive seminars with members of the IT Leadership Program; seminars broadened my knowledge on various IT fields including Information Security, Data Science, and Management Information Systems.

Research and Project Experience

- **Product Innovation and Supply Chain Management: A critique of the current literature, with implications for future research** – Undergraduate Research Project, RPI, Troy, NY **September 2016 - Present**
 - Purpose of research project is to study and categorize the relevant literature examining the interface between new product development and suppliers for new, old, large, and small ventures across various industries. Overall objective is to better identify and target important, yet under-researched areas pertaining to this topic.
 - Will use online records and databases to survey several hundred research articles, and summarize the findings to create an aggregate document of the current state of research that has been done on this topic thus far.
- **EZBuy: Spend less time searching, more time buying** – RPI, Troy, NY **September 2016-Present**
 - Application will help users with little to no experience navigating the web find deals on the items they wish to buy, ranking each item based on a combination of price, reviews, and the degree to which it matches the user's custom preferences
 - To be built using PHP, MySQL, Python (server-side); HTML/CSS, JavaScript (client-side)
- **In-house Student Government Voting Application** – RPI, Troy, NY **Fall 2015**
 - Learned how to effectively collaborate with other individuals by drawing upon each other's strengths to design, program, and test the client-side aspect of an intuitive online voting system
- **Industry and Company Profile Report** – RPI, Troy, NY **Fall 2015**
 - Researched and wrote a 60-page research paper on the Telephone Apparatus Manufacturing industry and two prominent companies within it: Cisco Systems Inc. and Juniper Networks Inc.
 - Learned how to analyze markets via a Financial Ratio, Five Forces, PEST, and SWOT Analysis.

Volunteer Experience

- **Special Needs Martial Arts Instructor**, Pediatric Martial Arts, Scotch Plains, NJ **2010-2015**
 - Instructed children diagnosed with autism spectrum disorder, and other physical/cognitive disabilities.

Skills

- Hardware/software/network troubleshooting
- C, C++, Python, HTML, JavaScript
- Project Management
- Communication skills
- Independent research
- Experience with OS X/Linux/Mac

Awards/Honors

- Dean's List (2015)
- "Best Nanotechnology Research Paper" selected by US Armament Research, Development and Engineering Center (2014, 2015)
- 1st, 2nd Place Monmouth Junior Science Symposium (2015, 2014)

Activities

- Executive Board Policies Committee
- Rensselaer Union Rules and Elections Committee
- RPISEC (Cybersecurity Club)
- ABADÁ-Capoeira
- Soo Bahk Do Moo Duk Kwan