Jiaping Zeng

Palo Alto, CA | Los Angeles, CA
No Visa Sponsorship Required

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EDUCATION

University of California, Los Angeles Expected: June 2021
B.S. Mathematics of Computations *GPA: Cumulative:* 3.47, *Major:* 3.62

Relevant Coursework: Abstract Linear Algebra, Applied Numerical Methods, Computer Architecture, Introduction to Probability, Operating System Principles, Software Construction Laboratory, Theory of Interest and Applications

Foothill College August 2017 - June 2019
A.S. Computer Science for Transfer *GPA: Cumulative:* 3.66, *Major:* 3.95

Relevant Coursework: Data structure/Algorithms, Differential Equations, Discrete Mathematics, Linear Algebra, Multivariable Calculus, Physics, Software Design
Honors: Deans List (Fall 2017 - Spring 2019), Honors Scholar

EMPLOYMENT

ServiceNow Santa Clara, CA
Global Technical Support Specialist *September 2018 - August 2019*

- Minimized customer downtime during instance datacenter moves and TLS upgrade by developing/documenting internal processes and hosting meetings
- Personally communicated with international corporations to accommodate their business schedule during datacenter moves
- Resolved over 1,000 cases of ServiceNow internal instance upgrade issues by reconfiguring the instance according to the needs of the owners
- Analyzed and graphed project data using Excel and ServiceNow report tools

Foothill College Physics Show (thephysicsshow.com) Los Altos Hills, CA
Physics Show Assistant *December 2017 - August 2018*

- Presented physics demos on stage during multiple shows and lead campus tours
- Assisted in designing and setting up physics demos for Title I elementary schools students and families

PROJECTS

Personal website: jz3ng.com, **GitHub**: github.com/jiapingzeng

Home Automation with Philips Hue Integration

- Created an web server that uses BeagleBone's temperature sensors to monitor room temperature, in addition to button/dials that controls brightness of Philips Hue lights
- Utilized: Asynchronous JavaScript programming, Node.js, Philips Hue API, BeagleBone microcontroller

Customer Service Chatbot with Client Managing Interface

- Designed a Facebook Messenger Chatbot that connects customers with sales associates at malls/stores, allowing them to receive location-based assistance virtually
- Created a Node.js server that communicates with Messenger API and stores locations of malls in MongoDB, while managing connected customers with Socket.io; Assisted my teammates in designing the React.js front-end for sales associates to manage customers
- Received Best-in-Show award at CodeDay hackathon (San Francisco, May 2018)
- Utilized: Node.js, React.js, Material-UI, Messenger API, MongoDB, Websockets

SKILLS & INTERESTS

Programming: (proficient): C, C++, HTML/CSS, Java, JavaScript, Python; (familiar): Bash, C#, Git, R, SQL

Frameworks: (proficient): Bootstrap, Node.js, React.js; (familiar): ASP.NET, Flask

Languages: (bilingual/native): English, Mandarin Chinese; (limited): French

Interests: (Full stack) Web Development, 3D Design/Printing, Electric Mobility