JIAPING ZENG

CONTACT

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jiapingzeng

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SUMMARY

Experienced Technical Support Specialist with a demonstrated history of working in the computer software industry. Award winner at multiple CodeDay hackathons. Skilled in JavaScript, C++ and Java, passionate about software engineering. Third year student at UCLA pursuing a Bachelor's degree focused in Mathematics and Computer Science.

EDUCATION

UCLA

Expected graduation date: June 2021

B.S. Mathematics of Computations

Relevant Coursework: Data Structures and Algorithms (in both Java and C++), Discrete Mathematics, Multivariable Calculus

Current Coursework: Software Construction, Computer Organization, Linear Algebra

SKILLS

- JAVASCRIPT, JAVA, PYTHON AND C++
- MICROSOFT OFFICE
- STRONG ANALYTICAL SKILLS
- FLUENT IN ENGLISH AND MANDARIN CHINESE

WORK EXPERIENCE & PROJECTS

ServiceNow – Technical Support Specialist

September 2018 – August 2019

- Worked with US and international customers in IP migration and datacenter move
- Assisted customer in eliminating outdated TLS traffic
- Analyzed internal project data using both Excel and ServiceNow report tool
- Fixed upgrade issues of ServiceNow internal instances
- Created dashboards to assist team with project organization and assignments

CodeDay Bay Area Hackathons

Received awards at three consecutive CodeDay hackathons

Best-App-in-Class award (February 2019): ChefAlexa - An Alexa skill that recommends recipes based on owned ingredients. I built the backend using Node.js and integrated it with the Amazon Alexa web kit.

Most Creative award (November 2018): Motilate - A scheduling web app that utilizes social shaming to promote promptness. I built the API and authentication system of the project using Node.js.

Best-in-Show award (May 2018): PageBot - A Facebook Messenger chatbot that connects customers with sales associates at malls using location data. I built the backend of the project using Node.js, Socket.io and mongoDB.

DIY Electric Skateboard

December 2018 – August 2019

A personal engineering project where I built two electric skateboards. Project features a belt-pulley power transmission as well as a custom-built battery pack. I taught myself soldering, battery management and 3D modeling during the process.