**Jia Wang**

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**Education:**

**Brooklyn College, City University of New York**

**Bachelor of Science, Computer Science**

**Summary:**

Skilled programmer with working knowledge of Python, Java, C++, C#, SQL, HTML, CSS, and Bootstrap. Knowledgeable using MySQL workbench, Cacti, Nagios, Sublime Text, Eclipse, Xcode, Codeblocks, and Github. Proficient with Windows, Mac OS, and Linux. Highly detail-oriented, analytical, and strong teamwork and problem-solving skills. Have developed extensive experience in IPDVS, script writing and server operations.

**Work Experience:**

**New York City Department of Education** – Brooklyn, NY November 2016 - Present

**Enterprise Management Support Engineer**

* Write Python scripts to collect enterprise device information and retrieve information from mySQL database. Generate daily reports using gathered information and communicate the information to the appropriate teams for quick problem resolution.
* Test discovery and data collection scripts written by fellow team members, report bugs and anomalies to appropriate individuals, and hold discussions to fix bugs, anomalies, and other issues related to the scripts.
* Review, debug, and optimize legacy Python scripts. This enabled legacy scripts to be more effective and efficient.
* Draft detailed procedures for updating and checking server software and configurations which enabled future interns and engineers to resolve common issues with ease.
* Test new applications, document and report bugs, and offer suggestions on bettering user experience.
* Troubleshoot and resolve network host anomalies and configuration errors.
* Ensured database data integrity by verifying data with dedicated teams and by performing frequent maintenance operations.

**New York City Department of Education –** Brooklyn, NY September 2015 – November 2016

**Division of Internet Protocol Digital Video Surveillance (IPDVS) Deployment Engineer**

* Engaged and collaborated with team members to create a Python script that remotely connected to IPDVS servers to collect password information, server serial and model number, and operating system version. The script data allowed multiple teams to quickly search and retrieve information for troubleshooting server related issues and streamlining server and software replacement.
* Developed understanding of IPDVS standard. Assessed camera conditions, functionalities, direction according to floor plans, and ensured that required software were installed and configured.
* Traveled to over 20 NYC schools across the five boroughs to assess IPDVS equipment installation. Drafted detailed reports based on assessments outlining items that were not completed per IPDVS standards and oversaw the completion of said punch-list items ensuring the safety of numerous students and school officials, and saving the DOE up to hundreds of thousands of dollars.
* Communicated and collaborated with school custodial engineers to inquire about broken or defective air conditioning units and relayed the information to the manager for repair approval/disapproval; this process ensured budget was properly allocated for its immediate and intended purpose.
* Repurposed hundreds of hard drives ensuring maximum server uptime and saving the DOE tens of thousands of dollars.
* Conducted training for new interns to become familiar with rigorous team standards and practices.

**Brooklyn College –** Brooklyn, NY January 2015 – May 2016

**West End Building Computer Lab Assistant**

* Troubleshot and resolved computer and printer related issues by performing hardware replacement, software installation, computer reimaging or basic software cleaning maintenance.
* Used Lab Tracking software daily to assist hundreds of students with accessing lab computers.
* Answered general and technical inquiries from students.
* Maintained order and hygiene throughout the computer lab and ensured all equipment worked properly.

**Projects:**

***Pong:***Createda two-player game using Java in Eclipse. The objective of the game was to get the opponent’s life count to zero. The game consisted of two paddles and a ball. With each contact with the paddle, the ball increased in speed. A player loses one life if they miss returning the ball. Upon losing a life the ball respawns on the respective side of the window. When one of the players’ life count reached zero, a window popped up announcing and congratulating the winner.

***Bot Trust***: Created a simulation using Java in Eclipse. The simulation consisted of two circles representing a blue and orange robot and one hundred squares representing the buttons the robots may need to push. As the simulation progressed, the robots, the buttons, the actions of the robots, and the time were drawn onto the screen.

***Personal Website (in progress):*** Created a personal website using HTML, CSS, Bootstrap and Google Maps API. The website presents the content of my resume and the places I have visited.