

Joyce Tang

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EDUCATION

Seattle Pacific University

Bachelor in Computer Science / GPA: 3.7

Seattle, WA

2022 – 2026

Coursework: Data Structures, Databases, Scripting Languages, C++, Data Visualizations, Project Management, Machine Learning

Bellevue College

Associate's in Art and Science / GPA: 3.8

Bellevue, WA

2019 – 2021

EXPERIENCE

IT Department Technician

February 2025 - Present

Seattle Pacific University

Seattle, WA

- Diagnose and repair hardware/software issues, perform system maintenance, and reinstall operating systems to ensure seamless performance
- Manage and prioritize support requests, working closely with team members and multiple departments to improve IT service efficiency and user experience.
- Deliver hands-on technical support to faculty, staff, and students, efficiently troubleshooting and resolving over 50 IT issues per week through calls, emails, and ticketing systems.

Computer Science Lab Assistant

September 2024 – February 2025

Seattle Pacific University

Seattle, WA

- Assist students in understanding and troubleshooting issues related to programming languages such as C++, Python and JavaScript.
- Provide guidance on data structures, algorithms, and debugging techniques during lab sessions.
- Support students with assignments, projects, and coding best practices to reinforce course materials.
- Monitor lab activities and ensure proper use of university resources and tools.
- Collaborate with faculty to deliver effective lab sessions and improve student learning outcomes.

Amazon Fresh Grocery Associate

October 2021 – August 2022

Amazon Fresh

Bellevue, WA

- Automation Interface: Worked alongside automation systems such as Kiva robots, understanding hardware and software integration in a real-world retail setting.
- Digital Inventory Management: Utilized Amazon's proprietary software for inventory tracking, ensuring efficient restocking and real-time monitoring. This exposure gave me an in-depth understanding of large-scale database systems.

PROJECTS

Machine Learning Project: Credit Card Default Prediction / Python, Machine Learning

September 2023 – October 2023

- Python and Data Libraries: Proficient in Python, with extensive use of Pandas for data manipulation and NumPy for numerical computing, essential in handling and analyzing large datasets.

Web Crawler Application | JavaScript, Node.js

November 2023 – December 2023

- Built a web crawler to generate web-link graphs and compute Closeness Centrality for nodes.
- Used **vis.js** to create an interactive graph visualization with dynamic exploration.
- Implemented **Dijkstra's algorithm** for node ranking and optimized for performance
- View on https://github.com/joyce628/Web-Crawler_JS

GitHub Project: JS Graph-Algorithm Library / JavaScript, GitHub

November 2023 – December 2023

- Developed a JavaScript library for graph operations, supporting BFS, DFS, Dijkstra's algorithm, and pathfinding between nodes. Optimized for ease of use and versatility in network analysis and game development applications.
- View on <https://github.com/joyce628/Graph-Algorithm.git>.

TECHNICAL SKILLS

Languages: Python, C/C++, C#, SQL, JavaScript, Node.js, HTML/CSS, Rust, Scheme, Prolog

Developer Tools: Git, Docker, AWS, Jira, React Native, LucidCharts, Tableau, VSCode, Microsoft Office

Certification: [AWS Cloud Practitioner](#), [AWS Certified Machine Learning - Specialty](#)

Frameworks/Libraries: pandas, NumPy, Matplotlib, React.js