JOYCE TAN

Elmhurst, NY | Joycetan1298@gmail.com | (917) 345-1161 | GitHub: https://github.com/joycetan12

OBJECTIVE

To obtain a position that will provide me with an opportunity to develop my current problem-solving, programming, communication, and teamwork skills and advance my abilities in the tech industry.

EDUCATION

Queens College   *Graduation Date: Jan 2021*
Major: **Computer Science BS** Minor: **Mathematics** GPA: **3.744**
Related Coursework:

- Object-Orientated Programming in Java
- Artificial Intelligence
- Data Structures
- Natural Language Processing
- Database Systems
- Design and Analysis Algorithms
- Software Engineering
- Data Analytics

High School for Arts and Business   *Graduation Date: Jun 2016*
Program: **Business**
Related Coursework:

- Virtual Enterprise
- Entrepreneurship
- Advanced Computer Applications
- Advanced Microsoft Office

WORK EXPERIENCE

Sales Associate   *Aug 2018 – Present*
Staples

- Provide quality customer service
- Responsible for daily department tasks (with team members or independently)
- Train new employees on basic customer service techniques and work procedures
- Assist with print and marketing services

ACCOMPLISHMENTS / CERTIFICATIONS

Certifications / Course Completion
Google IT Support Professional Certificate

- Learned to perform day-to-day IT support tasks including computer assembly, wireless networking, installing programs, and customer service
- Learned how to provide end-to-end customer support, ranging from identifying problems to troubleshooting and debugging
- Learned to use systems including Linux, Domain Name Systems, Command-Line Interface, and Binary Code

Bloomberg Market Concepts (BMC) Certificate

- An e-learning course that provided an interactive introduction to the financial market concepts and the Bloomberg Terminal

EverUp: Software Engineering Mirco-Credential

- A 100-hour course within a five-week time frame hosted by New York Jobs CEO Council & CUNY.
- Developed web development skills by completing labs and projects to create a personal portfolio using programming languages such as HTML, CSS, JavaScript, JQuery and Python.

Academic Achievements

- Business CTE Diploma
- Advanced Regents Diploma

TECHNICAL SKILLS

- Programming Languages: **Java, Python, SQL, HTML, CSS, JavaScript, JQuery**
- Office Applications**: MS Word, MS Excel, MS PowerPoint**

Additional Skills

- Fluent in English and Cantonese