

Kathleen Zhen

Sacramento | San Francisco Bay Area
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Education

University of California, Davis

Anticipated June 2017

- Bachelor of Science, Computer Science
- Bachelor of Science, Applied Statistics: Economics

Experience

Information Technology Services Intern

June 2016 – January 2017

San Francisco Public Utilities Commission (SFPUC), San Francisco, CA

- Provided excellent technical computer support for 7 different SFPUC locations
- Communicated with users effectively through the helpdesk phone line to troubleshoot computer problems
- Documented about 15 computer issues reported by users daily in Track-IT!, a ticket management system
- Created Standard Operating Procedures documentation for SFPUC technologies
- Reimaged and deployed new computers for SFPUC employees

Student IT Assistant

May 2015 – June 2016

UC Davis Robert Mondavi Institute, Davis, CA

- Provided computer support for 4 campus departments
- Managed and operated the keycard database for 900+ students and staff members
- Worked with a ticket management system to resolve daily tickets submitted by students and staff members
- Performed troubleshooting procedures for software and hardware issues
- Set up and reconfigured computers and printers for business offices, computer labs, and science laboratories

Student Assistant

September 2014 – May 2015

UC Davis Electrical and Computer Engineering Office, Davis, CA

- Updated current and former graduate student's information on Excel for 200+ students
- Sorted admission transcripts and converted 1100+ international GPA to the 4.0 scale using available software
- Updated 1100+ prospective students' application records through the Graduate Applications Review Database
- Compiled weekly newsletter emails with current events and important notices for the graduate listserv
- Provided excellent customer service at the office front desk to students and staff members

Counselor

June 2014 – August 2014 | June 2013 – August 2013

Grace Point Academy, San Francisco, CA

- Taught thirty 5th – 8th graders math, language arts, art, and physical education
- Researched and created the curriculum/daily lesson plans for my 4 instructed classes
- Coordinated and chaperoned weekly full-day field trips for a class of 15 students

Extracurricular Activities

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|---|------------------------|
| • Mentor & Member of UC Davis Statistics Club | October 2015 - Present |
| • Member of UC Davis Computer Science Club | October 2014 - Present |

Skills

- Experience in C, C++, R, Python, and MATLAB
- Excellent written and verbal communication skills
- Proficient in Microsoft Office (Word, Excel, PowerPoint)