KEITH ZHENG
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EDUCATION
University of Maryland, Baltimore County   *Expected Graduation Date: May 2024*
Bachelor of Science, Information Systems

Relevant Courses: Management in Information Systems, Computer Programming, Object-Oriented Programming, Principles of Accounting, Micro, and Macro Economics II, Business Management, Applied Statistics for Business and Economics

TECHNICAL KNOWLEDGE
Programming and Scripting Languages: Java; Python; HTML/CSS, JavaScript, PHP, SQL
Applications: Microsoft Office
Cloud/Environment and Development Tools: AWS**,** Github

WORK EXPERIENCE

National Legal Policy Center Falls Church, VA   *January 2019 - Present*
Office Assistant / Logistics Coordinator
- Maximized donor list accuracy and timeliness through efficient data management, surpassing the policy center's funding goals.
- Elevated donor engagement and contributions by implementing customized mailing packages, increasing donation rates and revenue.
- Spearheaded successful partnership with the USPS main post office to expedite high-volume mailing processing, ensuring timely delivery and enhancing donor satisfaction.
- Streamlined mailing and printing supply inventory management via Microsoft Excel, reducing waste and optimizing resource allocation.
- Analyzed and streamlined extensive user data through Microsoft Excel, resulting in targeted and effective marketing campaigns that significantly increased user engagement and satisfaction.

UMBC Music Department Baltimore, MD   September 2023- Present
Tech Assistant
- Collaboratively spearheading the creation of an extensive electronic database comprising thousands of curated musical sheets.
- Facilitated the tracking and analysis of concert and course attendance patterns through the proficient use of electronic devices.
- Currently spearheading the development of a department-wide shared database for streamlined payroll and hours worked management.
- Cultivated collaborative partnerships with various departments and esteemed professors, enhancing overall work efficiency and synergy.

Nan Xiang Express Ellicott City, MD   J*une 2022 – August 2022*
Cashier & Waiter
- Expedited food preparation and order fulfillment during peak hours, enhancing operational efficiency and customer satisfaction.
- Captured accurate dine-in and pick-up orders from customers, minimizing errors and optimizing order fulfillment.
- Delivered exceptional customer service to dine-in patrons, resulting in increased customer retention and positive reviews.
- Produced comprehensive end-of-day sales report, providing critical insights for financial decision-making and business strategy.

Panda Cafe Manassas, VA   *June 2015 – November 2021*
Shift Leader
- Successfully managed daily business operations, including opening and closing the store, preparing food and packing orders during rush hours, and providing excellent hosting and dining service to customers.
- Streamlined sales tracking and improved financial reporting by generating detailed end-of-day sales reports and accurately recording tips using Microsoft Excel.
- Implemented new procedures for inventory management, resulting in a significant reduction in waste and overstocking.
- Trained and supervised staff, resulting in increased efficiency and improved customer service.
- Successfully managed daily business operations, including opening and closing the store, preparing food and packing orders during rush hours, and providing excellent hosting and dining service to customers.

TECHNICAL DEVELOPMENT PROJECTS

E-Commerce Website   *February 2023 - Present*
Web Developer/AWS administrator
- Actively developing an e-commerce web portal on AWS Cloud to create a dynamic and user-friendly GUI for business owners to update its contents easily.
- Utilizing HTML, CSS, Javascript, and PHP to create a seamless and efficient online experience for the customers and the owner.

Personal Website   *September 2022 – Present*
Web Developer
- Deployed and hosted web portal on multiple server instances in the AWS cloud for optimal performance and availability.
- Developed and designed a personal website using HTML.
- Incorporated CSS and JavaScript to enhance website usability and visual appeal.
- Utilized GitHub to deploy and publish code updates while also ensuring website maintenance and version control.