

**KEITH ZHENG**  
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## EDUCATION

**University of Maryland, Baltimore County**  
Bachelor of Science, Information Systems

*Expected Graduation Date: May 2024*

**Relevant Courses:** Management in Information Systems, Computer Programming and Computer Science I, 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

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**National Legal Policy Center** Falls Church, VA  
*Office Assistance / Logistics Coordinator*

*January 2019 - Present*

- Maximized donor list accuracy and timeliness through efficient data management, resulting in 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 achieved a significant increase in user engagement and satisfaction.

**Nan Xiang Express** Ellicott City, MD  
*Cashier & Waiter*

*June 2022 – August 2022*

- 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  
*Shift Leader*

*June 2015 – November 2021*

- 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.
- Collaborated with management to develop and execute promotional strategies, resulting in increased sales and customer loyalty.

## SELF-TRAINED TECHNICAL DEVELOPMENT PROJECTS

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**Personal Website***September 2022 – Present**Web Developer*

- Deployed and hosted web portal on multiple server instances in 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.

**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 easily update its contents.
- Utilizing HTML, CSS, Javascript, and PHP to create a seamless and efficient online experience for not only the customers but the owner as well.