

Kevin Nhu

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Target Role: Support Engineer — Technical support and software development background; ticket triage, incident/outage communications, knowledge base maintenance, debugging, and automation.

Experience

Student Technical Support Specialist — University of San Diego (ITS) Aug 2021 – Aug 2023

- Delivered Tier 1 technical support via support tickets (Salesforce ticketing system, Zendesk-equivalent) for **7,000+ users**; solved technical product issues (account, VPN, Wi-Fi, software) and provided technical guidance.
- Resolved **30+** support tickets/day in a fast-paced, high-volume support team; performed ticket triage, met daily ticket volume targets and SLA resolution time targets, and sustained **95%+** CSAT.
- Authored and maintained Knowledge Base documentation, lowering repeat tickets by 20%, improving onboarding efficiency, and supporting new-hire onboarding.
- Took initiative to create a Python QA Discord bot that automated reviews and CSV reports for regular reporting and performance tracking, improving support tooling and boosting team productivity by **30%**.
- Led customer-facing communications for outages and incidents; posted status reports in team channels, swiftly reported ongoing bugs to triage, and supported bug identification, debugging, and escalations.
- Collaborated with the Support team to share user insights with Product/Engineering and cross-functional teams to escalate with clear reproduction steps.

Lead Student Admissions Assistant — UC Davis Graduate Group in Computer Science Jan 2024 – Aug 2025

- Triageed and resolved **2,000+** applicant inquiries per cycle with clear customer communications and strong time management.
- Automated Ph.D. funding-letter generation with a Python script, improving efficiency and reducing manual errors.
- Tracked and reported metrics on inquiry volume and data accuracy, increasing transparency and supporting process improvements.
- Authored and maintained knowledge base guides (canned responses, onboarding manuals), lowering repetitive inquiries by **15%**.
- Adapted to new technologies and evolving systems in a self-directed role with a customer-first approach, strong communication skills, and focus on accuracy.

Graduate Teaching Assistant — UC Davis College of Engineering Sep 2023 – Dec 2023

- Supported **300+** students in Algorithms; triaged and resolved Canvas/platform issues, collaborated in team meetings, and delivered clear technical explanations.

Coding Instructor — Coding Minds Academy Jul 2021 – Mar 2024

- Administered Python, Java, and C++ via Zoom/Replit; demonstrated developer tools (IDEs, terminal) for live debugging and helped students identify issues quickly.
- Used AI tools (ChatGPT) to improve examples, lesson content, and instructional documentation.

Education

M.S. Computer Science, UC Davis (2025)

B.S. Computer Science & B.A. Mathematics, University of San Diego (2023)

Skills

Support/Ticketing: Salesforce Service Cloud (ticketing system; Zendesk-equivalent), Ticketing Systems, Slack, Google Workspace, Zoom, Jamf; Programming: Python, Java, C/C++, HTML/CSS/JS, React, Node.js; Frameworks/AI: Django, TensorFlow, PyTorch, NumPy, JavaFX, JUnit, Gradle, ChatGPT, Automation; Systems: Linux, Windows, macOS, Git, Unix, Scrum; Core: Technical Support, Ticket Triage, Support Team Collaboration, Knowledge Base Maintenance, Debugging & Bug Identification, Incident/Customer Communications, Performance Tracking, Technical Guidance, Developer Tools (IDE/Terminal Usage), Time Management, Problem-Solving Mindset, Initiative, Efficiency, Productivity, Continuous Learning, Regular Reporting, Resolution Time Targets

Projects

Discord QA Bot — Automated ticket QA and CSV reports for regular reporting and performance tracking (Python, discord.py); reduced manual review by **30%**. — **TaskCLI** — Command-line task manager (Java, JavaFX, JUnit, Gradle); supports add/list/mark-done with due dates/tags; highlights terminal and IDE usage. — **Other:** SpeedyTyping (typing simulator with accuracy feedback); Colored Text Recognition (JS contrast selector).