

LIU JASON TAN

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OBJECTIVE

I am a skilled student eagerly looking to expand on my classroom experience in an internship at your company.

WORK EXPERIENCE

Stony Brook University Division of Information Technology - Customer Engagement and Support Service Center (2017-Present)

- **Reception**
Greeted and assisted students, faculty, and staff with IT issues, handled device drop-offs and pick-ups, performed first level diagnostics on laptops, tablets, and mobile phones, and communicated with users via phone and email.
- **Workbench**
Performed advanced hardware diagnostics, reimaged faculty and staff computers with Stony Brook's image on Windows and Macintosh, removed malware from student laptops, backed-up and restored data, and assisted with walk-in IT issues such as WiFi and software installation.
- **Help Desk**
Took phone calls and emails for all IT related issues, remotely assisted users using Bomgar, escalated issues to appropriate IT departments, and assisted with Stony Brook software such as PeopleSoft, Blackboard, emails, Microsoft Office, anti-virus, and VPN.
- **Field Support**
Went on field calls around campus to assist faculty, staff and professors with their IT issues, did on-site hardware troubleshooting and data backups, and performed printer and device setups.

SKILLS

- Programmed in C, Java, and Python
- Skilled in Autodesk Inventor (CAD), National Instrument Mutism and LabView, and Microsoft Office Word, PowerPoint, Excel, and Access, data management
- Proficient in communication, collaboration, and critical thinking
- Fluent in English and Chinese

EDUCATION

- **Bachelor of Science in Information Systems** (Expected 2020)
Stony Brook University, Stony Brook, NY

RELEVANT COURSEWORK

- | | |
|--------------------------|-------------------------------|
| - Data Structures | - Object-Oriented Programming |
| - Database Systems | - Technical Communications |
| - Multivariable Calculus | - Linear Algebra |
| - Discrete Mathematics | |

EXTRACURRICULAR

- **Brooklyn Tech Math Team** (2013-2017)
Competed in many mathematical competitions, including the American Mathematics Contest, New York City Interscholastic Math League Competition, and Purple Comet Contest.
- **Brooklyn Public Library** (2014-2016)
Taught patrons how to use Microsoft Office, Google Apps, circuit building and robotics programming, performed computer, printer, and kiosk diagnostics, created library cards and managed user accounts
- **LaRE Robotics Education** (summer 2015)
Built and programmed a robot to navigate through a maze

PROJECTS

- **Digits of Pi Generator** – Mid-year project for AP Principles of Computer Science, with a live Pi generator
- **Mock Pac-Man Game** – Final project for AP Principles of Computer Science, with an entertaining interactive environment for the user.
- **CSE Bank** - Final project of Object-Oriented Programming Course, involving processing credit card transactions data and creating bank statements for the user.
- **Custom Mortgage Calculator** – Personal project to help my parents understand their finances.
- **Hotel Database** – Final project for Database Design course, which shows relationships of the entities and analyze data from it.