Liu Jason Tan

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Education

- **Bachelor of Science in Information Systems** (Expected December 2020)
  Specialization in Finance
  Stony Brook University, Stony Brook, NY
- **Advanced Regents High School Diploma** (Graduated June 2017)
  Brooklyn Technical High School, Brooklyn, NY

Work Experience

- **Stony Brook University Division of Information Technology - Customer Engagement and Support Services (October 2017-Present)**
  - Reception
    Greeted and assisted students, faculty, and staff with technical 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 and Tech Station
    Performed advanced hardware diagnostics, reimaged hundreds of 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 technical issues such as WiFi and software installation
  - Help Desk and Operator
    Took phone calls and emails for all information technology-related issues, remotely assisted users using Bomgar, escalated issues to appropriate teams, and assisted with Stony Brook software such as PeopleSoft, Blackboard, Google Applications, Microsoft Office, Anti-Virus, and Virtual Private Networks (VPN)
  - Field Support
    Went on field calls around campus to assist faculty, staff and, professors with their technical issues, did on-site hardware troubleshooting and data backups, and performed computer and printer setups
- **Brooklyn Public Library – Sunset Park Branch (August 2015- September 2016)**
  - Circulation Clerk
    Greeted and assisted patrons with circulation service inquiries, checked in and out books, DVDs, and magazines, monitored item-holds queue, created library cards and online library accounts, and organized books using the Dewey-decimal system
  - Technology Assistant
    Taught patrons how to use Microsoft Office, Google Applications, circuit building, and robotics programming, performed computer, printer, and kiosk diagnostics, and hosted workshops about technology, social media, computer software, and computer hardware

Skills

- Programmed in Arduino, C, HTML, Java, Python, R, SQL
- Competent in Autodesk Inventor, National Instrument Mutism and LabView, Microsoft Office and Google Applications
- Trained in hardware diagnostics, repairs, and replacements
- Knowledgeable on operating system management, software installation, and data storage/ recovery
- Experienced with dismantlement and assembly of physical computer parts
- Skilled in network connectivity of all devices and all operating systems
- Proficient in communication, collaboration, critical thinking, multitasking, and time management
- Developed exceptional organizing and sorting skills, especially alphanumerical objects
- Speak fluently in English and Chinese

Relevant Coursework

- Computer Networks
- Computer Security
- Data Science
- Data Structures
- Database Systems
- Discrete Mathematics
- Linear Algebra
- Multivariable Calculus
- Object-Oriented Programming
- Statistics and Probability
- Technical Communications

Projects

- **Hotel Database** – Final project for Database Design course, which showed relationships of the entities (customer, employee, room, bookings, transactions etc.) and analyzed data to produce a meaningful report about a hotel
- **Custom Mortgage Calculator** – Personal project to create a breakdown of a mortgage statement, which used Java to determine what percentage of the monthly payment went to principal, interest, taxes, fees, insurance, etc. and how changing the payment amount affected these ratios and length of the loan
- **CSE Bank** - Final project of Object-Oriented Programming Course, which involved processing credit card transactions data and creating bank statements for the user
- **Mock Pac-Man Game** - Final project for Principles of Computer Science, which used objects that has individual methods and attributes to create an entertaining interface for the end-user
- **Digits of Pi Generator** – Mid-year project for Principles of Computer Science, which used python to generate digits of pi encompassing multiple mathematical formulas
- **LaRE Robotics Project**– Summer project at an internship, which used Arduino and building materials to build and program a robot that would navigate through a maze autonomously using sensors