

Luke Cheng

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EDUCATION

GREEN RIVER COLLEGE (GPA: 3.9)
Bachelor's Degree in Applied Computer Science

Auburn, WA
Sept 2021 - June 2025

TECHNICAL SKILLS

- **Languages** : Java, C#, Python, JavaScript, PHP, Typescript, CSS, HTML
- **Frameworks & Libraries**: React, Node.js, Express.js, Fat-free, Flask, Bootstrap
- **Development Tools & Technologies**: Github Actions, Docker, Git, Postman, AWS, Terraform
- **Databases**: MySQL, MongoDB, SQLite

CERTIFICATIONS

- **AWS Certified Cloud Practitioner** – Amazon Web Services (AWS)

PROFESSIONAL EXPERIENCE

IT Support Specialist Nov 2023 - Present
Green River College Auburn, WA

- Deployed an AI chatbot to automate 100+ daily IT inquiries, reducing IT staff workloads by 50% and achieving a 98% user satisfaction rate across 3,000+ users.
- Integrated Zapier to automate email responses and update Google Sheets, cutting manual intervention by 40% and saving about 5 hours per week.
- Resolved student account access, email, software, and hardware issues, troubleshooting over 100+ cases per week to ensure 99% issue resolution rate, enhancing student productivity and minimizing disruptions.

Coding Mentor Apr 2023 - Present
Code The Dream Remote

- Mentored 20+ students in full-stack development, resolving technical challenges to achieve a 90% project completion rate.
- Streamlined project review processes implementing feedback templates and leveraging version control tools for inline comments, delivering feedback 20% faster and improving participant skill competency by 30%.

Software Engineering Intern June - August 2024
CodeDay Remote

- Implemented a GitHub Actions pipeline with Docker Buildx to automate multi-architecture image builds (AMD64/ARM64), reducing deployment time by 30% and ensuring compatibility across 2+ platforms.
- Automated website availability monitoring by orchestrating Dockerized Node.js scripts through Bash and cron jobs, reducing manual checks by 100% and enabling proactive error logging, which improved issue resolution time by 30% and ensured 99.9% uptime.

PROJECTS

Cloud Resume Challenge | AWS, S3, CloudFront, DynamoDB, Lambda, Github Actions, Terraform

- Developed a static portfolio website and hosted on AWS S3 with CloudFront for HTTPS and a custom domain
- Built a visitor counter function using AWS Lambda and DynamoDB, ensuring secure and scalable data handling.
- Automated infrastructure deployment with Terraform eliminating manual AWS configuration
- Implemented CI/CD pipelines with GitHub Actions to automate deployments for both frontend and backend

ShopSwift | React, Express.js, Node.js, MongoDB, Postman, Redux

- Built a full-stack eCommerce platform using the MERN stack, incorporating React for the front-end, Node.js and Express.js for the back-end, with MongoDB as the database
- Managed state across the application using Redux Toolkit and implementing secure JWT authentication
- Developed a REST API for handling user authentication, product management, and order processing, ensuring efficient communication between the front-end and back-end.

Monstera | HTML, CSS, MySQL, PHP, JavaScript, MVC

- Built a full-stack plant tracking app that allows user to manage watering schedule and receive notifications
- Developed user authentication system and plant API integration for 50+ daily active users
- Created smart scheduling algorithm reducing plant care mistakes by 40% through automated reminders