JACK LUONG

San Jose, CA

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EDUCATION

UNIVERSITY OF CALIFORNIA, SANTA CRUZ   **Santa Cruz, CA**

Bachelor of Science (B.S) in Computer Science   *Sept 2019–June 2023*

Minor in Technology & Information Management

GPA: 3.62

WORK EXPERIENCE

UCSC RESNET   **Santa Cruz, CA**

Student Technical Support Specialist   *Sept 2021–Present*

- Used tools such as SafeConnect, Cisco ISE, Cisco DNA Center, ServiceNow ticketing system (SlugHub), etc. to assist clients with technical difficulties and to investigate campus network issues
- Proposed and worked on improving the office's task board software (ran on Raspberry Pi system) on features such as: current working technicians by making requests to WhenIWork API, etc.
- Learned skills such as: provide customer services over the phone and in person, repair malfunctioned routers and computers, communicate with co-workers efficiently and professionally, etc.

EQUINIX ENTERPRISE   **Redwood City, CA**

Network Engineering Intern   *June 2022–Sept 2022*

- Asisted with on-going projects, including monitoring equipment across multiple datacenters, configuring network switches to be deployed, make changes to the WLAN protocols and configurations to improve security and performance, etc.
- Participated in tech drills; learned how to navigate and use JUNOS on Juniper devices; customized VLANs and load configurations to network switches; tested network device's reachability after pushing changes
- Learned skills such as: understand how network devices (focus on Layer 2/Layer 3 switches) are used internally and as services to the company's clients, communicate with the team during stand-up meetings in professional setting, etc.

PROJECTS

HOUSEMATES iOS APPLICATION – Backend Developer, Scrum Master   *April 2022–June 2022*

- Performed Agile Scrum practices and worked in a team of five to develop an application for iOS devices
- Used tools such as: Flask framework to make requests to the database, Postman API platform and MySql Workbench to design database scheme, Google Cloud for hosting and Jira for task and progress management
- Learned skills such as: apply various Scrum practices (daily stand-ups, reviews, definition of done, etc.) to capture the team's goal for sprints, identified the Definition of Done and wrote thorough unit testing for features developed after each sprint

SLACK CLONE WEB APPLICATION – Full-Stack Developer   *July 2021*

- Made web application inspired by the Slack messaging app in 5 days
- Used tools such as: Docker for virtualization, MaterialUI for frontend design, REST API and Express for backend, etc.
- Developed skills in collaborative and pair programming, understand the NERP stack used, basic web app development, etc.

RELATED COURSEWORK

- **Programming**: Intro to Algorithm Analysis, Data Structure and Algorithms, Web Applications, Principles of Computer Systems Design, Software Design Project, Database Systems, Computer Architect, Applied ML,etc.
- **Networking**: Intro to Networking, Intro to Computer Networks, Network Programming, etc.

ADDITIONAL SKILLS

- **Proficient in**: Python, C, PostgreSQL
- **Technology used**: Postman Agent, Google Cloud, Jira, Git, JavaScript, Node.Js, Express, Ruby, CSS, REST API, Flask, TensorFlow, Swift, JUNOS, etc.