

Meng Vang

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Education

Bachelors of Science in Computer Science and Information Systems

The Association to Advance Collegiate Schools of Business (AACSB) Accredited

University of Wisconsin-River Falls (UWRF), May 2015

Computer Experience

Computer Science and Information Systems Coursework

- Proficient with Microsoft Windows XP through 10 and Microsoft Office Word, Excel, Access, and Powerpoint
- Familiarity with the process view of organizations, Lean culture, and business intelligence
- Understanding in data modeling, software development life cycle, and the techniques of requirement analysis
- Assembled applications, databases, games, and web pages using Java, SQL, HTML5 and CSS
- Created Salesforce applications, Microsoft Excel data dashboards, and Oracle databases
- Analyzed organizational information requirements and designed an Information Systems solution
- Conducted PEST and SWOT analysis to determine success, failure, strengths, and weaknesses in a company
- Installed hardware and software on PC and Apple computers
- Diagnose computer hardware, software, and network problems by identifying the source of the problem

Work Experience

Contributing Editor and Staff Writer, Performance Computers, Inc

November 2013 – Present

- Review computer hardware components by writing online articles to inform users about new products
- Apply HTML knowledge to improve the user interface design of web pages
- Manage multiple articles through the update, review, and approval process
- Market hardware components through web articles to provide information about the products to customers
- Acquire product information using technical specifications and documented requirements
- Organize multiple projects simultaneously in order to complete them before their launch dates

Data Entry Biller, Logistics Made Easy (LME)

December 2016 – Present

- Review bills before entering them into the database
- Assist other team members in entering data to sustain consistency
- Communicate with supervisor on invalid bills in order to correct them

Geek Squad Consultation Agent, Best Buy

August 2015 – December 2017

- Provided a helping hand to clients with their technological problems
- Created tags and service orders on defected desktops, laptops, phones, and tablets that needed repairs
- Built relationships with clients in order to gain their trust the next time they came in for a repair
- Developed solutions for the clients by problem-solving the source of the problem
- Assisted clients every step of the way, from installing a single software program or building a computer

Building Manager, University Center, UW-River Falls, WI

May 2014 – May 2015

- Monitored hundreds of students, visitors, and faculty members within a 147,000 square feet building
- Worked with the University Police Department to resolve minor accidents
- Maintained a safe environment for all campus students, professors, visitors, and faculty staff
- Collaborated with the Division of Technology Services to troubleshoot technological problems
- Answered phone calls with the desk assistant staff in order to satisfy the needs of customers

Student Custodian Lead Manager, University Center, UW-River Falls, WI

September 2012 - May 2014

- Trained 18 individual staff members to operate cleaning equipment to complete an assigned task
- Directed seven staff members during a normal shift to maintain a clean environment within the building
- Communicated with supervisor on a weekly basis to talk about new ideas and suggestions to improve the team
- Planned out weekly staff meetings with supervisor and managers to ensure staff members are doing their job