

MAASON KAO

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EDUCATION

Seattle University, Seattle, WA | GPA 3.44

March 2023

Master of Science in Computer Science

Relevant Coursework: Software Architecture & Design, Mobile Software Development, Software Testing & Debugging, Artificial Intelligence, Computer Networks, Software Project Management

Michigan State University, East Lansing, MI

June 2017

Bachelor of Science in Media and Information

WORK EXPERIENCE

IT Support Associate II at Amazon, Seattle

March 2022 – Current

- Provided technical support to internal AWS users, diagnosing computing problems, identifying appropriate resources, testing proposed fixes, and following up to ensure satisfactory resolution.
- Analyzed hardware distribution processes and streamlined the SOP, improving the overall flow and documentation of new hardware delivery.
- Worked on the KB and IT article database, keeping documentation current and relevant for all IT associates.
- **Technologies used:** AWS (Kerberos, Workspaces, Certificates), Omnia, Powershell

IT Systems Administrator at Remote Medical International, Seattle

Oct 2020 – Aug 2021

- Worked with one teammate to build the IT department from ground up, developing policy for software and hardware usage, and iterating on processes for equipment delivery and return to reduce hardware attrition rate.
- Developed a hardware tracking system that integrated with the companies' existing project tracking system to deploy hardware to a project site and track its status until return.
- Led a team of 3 in design and implementation of a JavaScript-based platform for tracking existing hardware at the organization, communicating with stakeholders and employees to ensure all needs were met.
- **Technologies used:** Google Workspaces, JavaScript, AirTable

IT Analyst at Neighborcare Health, Seattle

Nov 2019 – Apr 2020

- Transitioned the NextGen database management system to Epic, rapidly onboarding to both systems from scratch to facilitate the move.
- Triaged a high volume of tickets during the switch, proposing and implementing a protocol for how to address the variety of new database-related issues, in addition to taking calls and handling unrelated tickets.
- **Technologies used:** Epic, JIRA, Spiceworks, Windows Active Directory

IT Analyst at Carelinc Medical Equipment, Grand Rapids

May 2017 – Sept 2019

- Worked in a team of three to help provide Tier 1 and 2 support and troubleshooting for all standard applications in a windows environment, performing both onsite and remote analysis to resolve problems.
- Identified a significant bottleneck in the information flow within the delivery management process. CSRs were inundated with customer calls regarding the whereabouts of their deliveries, but only the delivery manager had access to the drivers' routes. This hindered the communication and efficiency of the customer service and delivery tech teams.
- Developed a web application and database using PHP and PostgreSQL for tracking and managing all work orders assigned to delivery drivers. Implemented a barcode scanning system so that

drivers could easily scan work orders before heading out on their routes, while CSRs gained immediate access to the work order information. This eliminated the dependency on the delivery manager and significantly improved the efficiency of our operations.

- CSRs were able to provide customers with precise delivery updates within a minute, reducing the average response time from 15 minutes. As a result, customer satisfaction scores for inquiries made to the customer service hotline increased by 13% to 4.7. Additionally, the delivery manager could shift their focus from updating CSRs to managing drivers, resulting in reduced stress and improved managerial effectiveness. Through my proactive approach and technical expertise, I successfully streamlined the delivery tracking process, improving efficiency, customer satisfaction, and managerial productivity within the team.
- Prototyped a system to log air concentrator maintenance and cleaning data, converting a paper system that spanned 20 branches into a single unified RDBMS for easy access across the company.
- **Technologies used:** Windows IIS, PostgreSQL, PHP, HTML/CSS, Linux (Debian), FOG Project

PROJECTS

Slay the Spire – Card Game (C++, OpenGL, GitHub, Agile)

- Worked on a team of 3 developers to recreate the core gameplay loop of the indie game Slay the Spire using OpenGL and C++
- Led the team to plan, document, and implement the software and gameplay architecture
- Implemented performance optimizations to reduce the memory usage during gameplay

Andromeda Quest – Auto Battler Mobile Game (Xamarin, XAML, MVC, Visual Studio, C#, Android)

- Worked on a team of 3 developers and 2 designers to develop a turn-based strategy game on top of legacy code using Xamarin and C#
- Created custom ships, equipment, and enemies with unique abilities and effects on the game
- Developed code for the game to run in auto-battle mode
- Worked closely with designers to create and deploy custom UI, sprites, and animations
- Tested and deployed the project to multiple platforms, including Windows, Android, and iOS

SDET (Java, Junit, Automated Testing)

- Led a team of 4 developers to create and execute a comprehensive testing plan for the game Battleship
- Used Junit and automated testing to reach a code coverage greater than 99%
- Implemented parameterized testing, mock objects, and stubs to test a range of scenarios

AWARDS AND CERTIFICATIONS

Univ. of Washington Certificate in SQL Server Development	August 2020
AWS Cloud Practitioner Certificate	August 2022
Amazon Person on the Moon Award	July 2023