# Matthew Chang

Madison, WI | 608-977-2329

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## Education

**University of Wisconsin-Madison** | Madison, WI                    Expected graduation: May 2025

Bachelor of Science in Computer Sciences, certificate in Data Sciences

- GPA: 3.68
- College of Letters and Science Dean's List (2021 Spring & Fall)
- Relevant coursework: Object-Oriented Programming, Data Science Programming, Machine Organization, Computer Engineering, Data Engineering and Machine Learning, Building User Interfaces.

## Experience

**Informational Technology Support Specialist**                    March 2022 - Present

UW Madison, Division of Informational Technology | Madison, WI

- Conducted over 300 IT client support interactions through channels such as video conferencing platforms, remote access support software, network administration, VOIP, and emails.
- Provide technical support by troubleshooting problems, guiding clients through corrective steps, and ensuring customer satisfaction.
- Monitored compliance with service agreements when processing sensitive data such as IT configurations, personal identification information, authentication details, or internal employee data.

**Bike Mechanic**                    August - September 2023

BikeLab by Neutral Cycle | Champaign, IL

- Conferred with customers on services, inspected bicycles for necessary maintenance.
- Performed bicycle repairs, part replacements, tune-ups, cost estimation, and general maintenance.
- Maintained workshop organization, work order management, and inventory management.

**Private English Tutor**                    2019 - 2021

Self-Employed | Taipei, Taiwan

- Assisted students' various needs such as occupational conversing, accents and pronunciation training, and exam preparation for standardized English tests such as TOEFL and IELTS.
- Improved students' learning experience by assessing student progress, determining goals with students, and developing personalized tutoring plans.

## Projects

**Interactive Ride Map** (demo available on website)

- An interactive U.S. state map application built with React that allows users to click on individual states, revealing associated journal entries, images, and videos pertinent to each location.
- Implements a responsive design that incorporates multimedia content, including SVG icons, images, and embedded videos to ensure optimized user experience across devices.
- Leveraged React Bootstrap and custom CSS to design a visually appealing user interface, ensuring smooth transitions, animations, and consistent thematic coloring across the platform.

**Flight Mapper** (Role: Data Wrangler)

- A path-finding program written with Java that provides the fastest (least number of layovers) possible flight route between two airports.
- Implements Dijkstra's algorithm for pathfinding on data from a CSV dataset of US domestic flights from the Department of Transportation website.
- Converts attributes from dataset (airports, flight number, etc.) into program objects and generates a Graphviz DOT diagram based on calculated routes.

## Skills

**Programming Languages:** C, Java, Python, JavaScript, HTML, CSS, SQL

**Tools and Frameworks:** React, Node.js, Django, Scikit Learn, Git, GCP, VS Code, Eclipse, Postman

**Interpersonal:** Customer service, teaching & training. Native proficiency in English and Mandarin.