

Matthew Chang

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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
- Relevant coursework: Object-Oriented Programming (CS400), Data Science Programming (CS320), Machine Organization (CS354), Computer Engineering (ECE252), Data Engineering and Machine Learning (ECE204), User Interfaces (CS571), Cryptography (CS435)

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.
- Avoid legal challenges by monitoring compliance with service agreements when processing sensitive 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

Degree Audit Model

- A degree audit program written with Python that presents a student's academic progress in terms of credits earned and credits missing.
- Utilizes Selenium to automate web scraping from the student's gradebook page on Chrome.
- Audit report presents the cumulative credit, credits earned classified by department requirements, degree requirements, electives, etc., and credits needed for graduation.

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 path-finding on information from a CSV dataset of United States 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, Postman, Scikit Learn, Git, GCP, VS Code, Eclipse

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