

MICHAEL ZENG

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TECHNICAL SKILLS

Languages: C++, C, JavaScript, HTML/CSS, Python

Tools & Tech: Kubernetes, Azure Cloud Computing, Cloud Containers, Notion, Project Studio, GitHub, STM32 Nucleo Microcontroller

EXPERIENCE

IT Field Technician, S+C Partners [Aug. 2023 – Dec. 2023, May 2024 – Aug. 2024]

- Performed computer server software and network troubleshooting to help maintain SLA agreement
- Utilized strong problem-solving skills to resolve server downtime or related issues within **4 hours**
- Wrote reports and documented issues to keep track of tasks to be completed and completed all assigned tasks within **7 days**

QA Test Engineering Intern, Plotoo Inc. [Jan. 2023 – Apr. 2023]

- Tested functionality and quality of the Plotoo site and features using a variety of tools, including Ghost Inspector, Segment, ClickUp, and Notion
- Communicated and documented information using ClickUp and Notion to increase company work efficiency by around **95%**
- Created automated tests using Ghost Inspector and JavaScript to identify bugs and missing features
- Repaired **100%** of damaged automated tests for the Plotoo site utilizing Java, HTML, and CSS

PROJECTS

Project 1: ECE 250 Lab 4 [Jan. 2024– Mar. 2024]

- Created a program in C++ code utilizing Classes and created a bi-directional hash map implemented with linked lists to store keys and values
- Received a grade of **100** on the project from Professor's overlooking the project

Project 2: ECE Lab 3 [Jan. 2024– Mar. 2024]

- Created a program in C++ code utilizing Classes and a trie data structure to create a dictionary
- Received a grade of **100** on the project from Professor's overlooking the project

EDUCATION

The University of Waterloo [Sep. 2022 – Apr. 2027]

Bachelor of Applied Science (B.A.Sc.) in Computer Engineering (Co-op)