Nathan Tsai

Volunteer | College Student | Aspiring Software Engineer

nwtsai@gmail.com 805.452.8162

www.nwtsai.me www.github.com/nwtsai www.linkedin.com/in/nwtsai

EXPERIENCE

Citrix, Santa Barbara — Customer Care Intern

JULY 2015 - SEPTEMBER 2015

- Employed techniques to manage a wide workforce of customer care agents
- Created analytical reports that improved the productivity of the department
- Evaluated calls and assessed the effectiveness of the agents' customer service
- Fabricated training techniques to achieve higher customer satisfaction

EDUCATION

University of California, Los Angeles | Computer Science

SEPTEMBER 2015 - PRESENT

GPA: 3.4

Major: Bachelor of Science, Computer Science and Engineering **Completed Courses**: Algorithms, Data Structures, Comp. Organization, Discrete Mathematics, Multivariable Calculus, Linear Algebra, Mechanics **In Progress:** Software Construction, Logic Design of Digital Systems

Dos Pueblos High School, Santa Barbara

AUGUST 2011 - JUNE 2015 Community Service Hours: 302 ACT: 34 GPA: 4.76

PROJECTS

Frackman — Interactive User vs. AI Video Game

- , Based on the 1982 game Dig Dug, I implemented a game using C++, exhibiting concepts such as polymorphism, inheritance, and encapsulation
- Designed a method for the AI to follow the location of the player on the grid with a queue-based algorithm that performs a breadth-first search
- Devised a hierarchy of game objects to both distinguish the different objects and store them in a single array under a superclass to prevent code duplication

Blackjack — Virtual User vs. AI Card Game

- Programmed a virtual card game with Java based on one of the most popular casino games, by implementing an aesthetic interface and interactive graphics
- Constructed a decision tree that guides the AI and teaches it how to play the game and make smart decisions based on intuitive game logic
- Developed code that takes into account the varying values of the Ace card, assigning the card a value when it is advantageous for the player or the AI

SKILLS

Programming Languages:

C, C++, Java, Assembly

Markup Languages: HTML, CSS

Programming Concepts:

Object-Oriented Programming, Data Structures, Sorting Algorithms, Inheritance, Polymorphism, Big O Notation, Encapsulation

IDE's: Eclipse, XCode, Microsoft Visual Studio

Operating Systems: Windows,

Mac OS X, Linux

Programs: Salesforce, Solidworks (CAD), Microsoft Word, Excel, Powerpoint

Languages: English, Mandarin Chinese, Latin

AWARDS

Dean's Honor List

Scholastic distinction granted to UCLA engineering students who obtain a GPA of 3.7 or above and enroll in at least 15 units during any quarter (Spring 2016)

AP Scholar With Honor

Granted to students who score at least a 3.25 on all AP Exams

Community Service Award

Awarded to students who have given at least 200 hours to the community thru volunteer work