

# Gilber Chen

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## Education

Brigham Young University - Idaho	Dec 2024
BS, Software Engineering   Computer Information Technology	Rexburg, ID
<ul style="list-style-type: none"><li>GPA-3.4</li><li>Emphasis: Project Management</li></ul>	

## Key Skills

- IT project Management & Leadership
- End-User Computing Device Lifecycle Management
- Backend Development (PHP, JavaScript, python)
- Cross-functional Collaboration & Communication
- Continuous Improvement & Process Optimization

## Work Experience

<b>BYU-Idaho Technology Support   IT Support Tier 2</b>	Jan 2021 – Present
Project Lead, Shift Lead, Trainer	Rexburg, ID
<ul style="list-style-type: none"><li>Directed a team of over 5 IT specialists, overseeing the entire lifecycle of end-user devices, from installation to decommissioning.</li><li>Delivered Tier 2 support, resolving complex technical issues, and coordinating responses during major incidents.</li><li>Established and tracked performance metrics, using insights to implement service improvements.</li><li>Acted as the primary interface between Tier 2 and other support levels, ensuring integrated IT operations.</li></ul>	
<b>Software Engineer (Backend)   RBDC</b>	Apr 2024 – Jul 2024
	Rexburg, ID
<ul style="list-style-type: none"><li>Engineered backend systems utilizing PHP and JavaScript, with a strong emphasis on integrating OpenAI capabilities.</li><li>Partnered with a GitHub expert to ensure effective version control and seamless project launches.</li><li>Engaged in Agile practices through daily scrums and sprint reviews, ensuring projects remained on track.</li><li>Collaborated closely with stakeholders to refine specifications and ensure alignment with project goals.</li><li>Developed API integrations to enhance functionality and improve user experience within the project.</li><li>Conducted code reviews and provided mentorship to junior developers, promoting best practices and code quality.</li><li>Monitored and optimized server performance, reducing downtime and improving application responsiveness.</li></ul>	
<b>Full Stack Intern   BYU-Idaho</b>	Jan 2023 – Apr 2023
	Rexburg, ID
<ul style="list-style-type: none"><li>Developed user-facing features with HTML, CSS, and React.js, focusing on creating dynamic, responsive interfaces.</li><li>Executed server-side scripting and managed databases, ensuring smooth API integrations.</li><li>Contributed to Agile workflows by participating in daily stand-ups and sprint retrospectives.</li></ul>	