SAM WANG

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Computer engineering graduate seeking a career change from an IT support position to a full stack developer. Experienced in working in a team oriented environment and wishes to apply my problem-solving skills to develop code. Passionate about creating user-friendly technology people enjoy using.

EDUCATION

University of California - Irvine
Full-stack Engineering Bootcamp Certificate

California State University - Long Beach
B.S in Computer Engineering

TECHNICAL SKILLS

LANGUAGES

Javascript | C# | Java | HTML | CSS

SQL | Assembly | C++

MISC

Bootstrap | Materialize | JQuery | AJAX | Agile | Node.JS

MongoDB | Firebase | Git | Visual Studio | Eclipse | Arduino

VMWare | Photoshop | SCCM | MacOS | Linux/Ubuntu

PROJECTS

Ride Share Application - http://bit.ly/kangaride-app
- Created a web-based application that allows users to find others to ride share with in Javascript
- Used Materialize and Google Map API to create a simple interface that allowed users to create markers on a map, call other users, and see all rides available on a list that is also mobile friendly
- Used Firebase to store data inputted by users and allow users to see a dynamically updated map

Chess & Games with AI - http://bit.ly/chess-csharp
- Implemented basic chess rules by creating respective classes for each chess piece in C#
- Developed AI using MinMax and AlphaBeta Pruning algorithms
- Created and used test cases to debug
- Built UI using WPF and Async
- Used ASP.NET to implement a REST client to download a list of games that can also be integrated

LED Matrix Chess with Voice Recognition - https://youtu.be/POXEHaOsOvI?t=1m45s
- Developed and assembled chess game using a 32x32 LED Matrix, Arduino Mega and C++
- Created LED chess piece icons and controlled each piece with voice commands using Voice Attack

WORK EXPERIENCE

Service Desk Technician

Molina Healthcare, Long Beach   June 2018 – Present
- Served as first point of contact for resolving technical issues reported by enterprise users or escalated from Triage Service Desk technicians pertaining to software, hardware, operating system, networking, security, and maintenance
- Troubleshot software such as Microsoft Office, Cisco Unified Communications, and enterprise-developed applications like CCA/CRM/QNXT
- Performed account management and access provisioning functions in various systems and applications (Splunk for Chronic Lockouts, EncoderPro, Active Directory, Symantec Management Agent/Altiris, Symantec VIP)
- Created, updated, and managed tickets on ServiceNow to ensure optimal service turnaround
- Created and maintained knowledge base articles to streamline troubleshooting and improve first-call-resolution across the Service Desk

Desktop Support - Lead Technician

California State University, Long Beach   April 2015 – August 2017
- Created, tested and deployed new images of Windows in VMWare and SCCM.
- Resolved technical issues by aiding staff members remotely, over the phone, and/or in person pertaining to desktop, laptop, android tablet, Mac and/or printer issues
- Developed code using command prompt and PowerShell to decrease time spent performing preventative maintenance on computers
- Used Active Directory to manage users and computers in different OUs
- Created and updated tickets using Microsoft SharePoint as well as composed technical procedures and documentation for company knowledge base
- Trained and supervised new staff members