

# SAVINA CHAN

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## EDUCATION

**New York University, College of Arts & Science**

**New York, NY**

*Bachelor of Arts in Computer Science, Minor in Business Studies*

*Expected May 2025*

- **GPA:** 3.861

- **Honors:** Dean's Scholarship (full-tuition), NYS Scholarships for Academic Excellence, Dean's Honors List

## WORK EXPERIENCES

**New York University, College of Arts & Science**

**New York, NY**

*IT Support Specialist Assistant*

*September 2024 – Present*

- Diagnose and resolve hardware and software issues for 60+ staff members through walk-ins and Freshservice portal.
- Set up and configure laptops, desktop computers, docking stations, and user accounts for new onboarding employees.
- Assist in setup of Zoom systems in conference rooms and provide technical support for meetings and events.
- Deploy 2 workflow automations in Freshservice to streamline ticket management by consolidating all tickets within portal.
- Maintain IT operations documentation and records and perform light cleaning and stocking to ensure an organized workspace.

**New York University, Courant Institute of Mathematical Sciences**

**New York, NY**

*Introduction to Computer Science Course Assistant*

*September 2023 – Present*

- Evaluate 7 Java programming assignments, 12 Java concept quizzes, and 3 exams for 50+ undergraduate students.
- Provide timely and constructive feedback by analyzing adherence to guidelines, code quality, and problem-solving techniques.
- Address student queries related to 15 course concepts by delivering clear and concise explanations.
- Collaborate with faculty to identify course-related issues and recommend improvements for enhanced student learning.
- Oversee course's Brightspace page, ensuring consistent updates to content and maintenance of student grades.

**M&T Bank**

**Buffalo, NY**

*Software Engineer Intern*

*June 2023 – August 2023*

- Developed an application that improved Jira issue resolution and customer value delivery for 4,250+ users across 551 projects.
- Introduced a calendar plug-in in Jira, allowing users to visualize work schedules and effectively track timeframes.
- Integrated Jira Cards application with Miro to enable real-time Jira issue management within Miro boards.
- Led bi-weekly application demos for 100+ attendees to communicate application updates and new features.
- Iterated through a professional production cycle with an Agile team of 9: design, development, testing, deployment, and demo.

## PROJECTS

**Hammy Huddle** | *Angular, TypeScript, SCSS, Express.js, MongoDB*

- Launched a hamster-focused social media platform to facilitate accurate information sharing and engagement among owners.
- Designed personalized user profiles, an interactive forum, and extensive care guides using Material UI across 10+ components.

**Pomo Pengy** | *Angular, TypeScript, SCSS, Express.js, MongoDB*

- Engineered a penguin-themed desktop productivity application that incentivized task competition and study sessions.
- Integrated a customizable Pomodoro timer, tasks list, and user profiles, featuring 20+ achievement badges and tailored statistics.

**Impediment History Application** | *C#, .NET Core, JavaScript, HTML/CSS, Microsoft SQL Server*

- Built a real-time web application that enabled M&T Bank's Jira users to track project blockages and dependencies effectively.
- Displayed 10 automated insights on blocked Jira issues, including issue fields, blocked duration, and impediment reasons.

## TECHNICAL SKILLS

**Languages:** Python, Java, C, JavaScript, HTML/CSS, SQL, x86-64 Assembly

**Web Development:** Angular, React, TypeScript, SCSS, Express.js, Node.js

**Technologies:** Git, GitHub, VSCode, MongoDB, PostgreSQL, Figma, Microsoft Office

**Project Management Tools:** Jira, Confluence, Miro