

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:** 3.829

• **Honors:** Dean's Scholarship (Full-Tuition), NYS Scholarships for Academic Excellence, Dean's Honors List, UB Hacking 2023 (Most Creative Use of GitHub), PowerUp Tech Community Hackathon 2023 (1st Place for Non-Profit Category)

EXPERIENCE

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.
- Configure laptops for 10+ new employees and conduct training sessions to ensure proficiency with 8 core software tools.
- Set up Zoom systems in 5 conference rooms and provide on-demand technical support to ensure zero technical downtime.
- Create self-service troubleshooting documentation and instructional videos, reducing repetitive support requests by 25%.
- Deploy 2 Freshservice workflow automations to streamline ticket management by consolidating all tickets within portal.

New York University, Courant Institute of Mathematical Sciences

New York, NY

Grader (Introduction to Computer Science)

September 2023 – Present

- Evaluate 7 programming assignments, 13 concept quizzes, 3 coding quizzes, and 3 exams in Java for 50+ students.
- Deliver timely and constructive feedback on code quality, improving student assignment resubmission quality by 20%.
- Address 120+ student queries related to 15 Java concepts by proposing tailored explanations and code examples.
- Collaborate with faculty to identify course-related issues and recommend improvements for enhanced student learning.
- Manage Brightspace course page, ensuring consistent updates to learning modules and maintenance of students' grades.

M&T Bank

Buffalo, NY

Technology Intern

June 2023 – August 2023

- Developed a real-time web application using C#, .NET Core, and Microsoft SQL Server to track Jira project dependencies.
- Reported insights on blockages for 4,250+ users across 551 projects to improve issue resolution and customer value delivery.
- Implemented a calendar plug-in in Jira, allowing users to visualize work schedules and effectively track timeframes.
- Enabled real-time Jira issue management in Miro by integrating Jira Cards, enhancing team collaboration on project boards.
- Led bi-weekly application demos for 100+ attendees to communicate updates and new features.

PROJECTS

Convolutional Neural Network (CNN) | *Python, PyTorch, NumPy*

- Constructed a CNN in PyTorch to classify handwritten digit images from MNIST dataset, achieving 98.27% accuracy.
- Enhanced model performance with Stochastic Gradient Descent and optimized training efficiency by analyzing batch sizes.

Academic Course Evaluation Tool (RateMyClass) | *React, Vite, JavaScript, Chart.js, Tailwind CSS, Express, MongoDB*

- Built a course review platform to help NYU students evaluate courses and make informed academic decision-making.
- Engineered RESTful APIs to enable user registration, course entry creation, and review submission.

Hamster Care Social Media Platform (Hammy Huddle) | *Angular, TypeScript, SCSS, Express, 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.

TECHNICAL SKILLS

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

Web Development: Angular, React, TypeScript, SCSS, Tailwind CSS, Express

Tools and Technologies: Git, GitHub, GitLab, Node.js, MongoDB, PostgreSQL

Project Management Tools: Jira, Confluence, Miro