

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

New York, 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