

# Schawnery Lin

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**OBJECTIVE:** Driven third-year University of Washington student with strong engineering and information technology background seeking to obtain research experience in a team environment.

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## EXPERIENCE:

### Service Manager Intern – UW IT Academic Services

Sept 2018 – Present

- Developed and implemented UW-IT internal Knowledge Management Strategy to streamline Tier 1 support
- Managed oversight process to ensure Tier 2 administrative services were effectively solving workflow
- Utilized data analysis to capture real-time data of users for internal sites using Google Analytics, JavaScript, and advanced Spreadsheet mechanics to predict and make reports to collaborate with UW IT business partners.

### IT Consultant – UW IT Enterprise Service Center

Sept 2017 – March 2018

- Built computing, customer service, and technical experience in a collaborative team environment
- Delivered technological needs to support the University of Washington, affiliates, and programs
- Developed and used skills of analysis to resolve complex technical service requests in real time

### Engineering Instructor – STEP Computer Academy

Aug 2017 – Sept 2017

- Facilitated and instructed fundamentals of engineering with Lego Mindstorms EV3 Program
  - Provided personalized education with one on one instruction
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## EDUCATION:

### University of Washington, Seattle, WA

Expected Degree by June 2020

Intended Major in Human Centered Design & Engineering

### Nikola Tesla STEM High School

Sept 2012 – June 2016

AP Scholar, UW in the High School

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## EXTRA CIRRICULAR:

### Executive of Secretarial Affairs – Pi Alpha Phi Fraternity Inc.

Nov 2016 – Present

- Promoted Fraternity functions; raised awareness of philanthropic, academic, and leadership events
- Developed Knowledge Base for continual usage to manage workflow and manage team / committee efforts
- Created visual media content including video production and cinematography as well as brochures and flyers using Adobe Creative Suite to engage in community outreach
- Coordinated and promoted multiple volunteering and service orientated events

### Project Manager – VEX Robotics Program

Sept 2012 – June 2016

- Competed in and awarded Semi-Finalist in VRC Northrop Grumman World Competition 2015
  - Mentored and managed regional club as Executive Cabinet chair
  - Awarded over 20 achievements and accolades for outstanding performance, design, and skill
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## TECHNICAL SUMMARY:

- Competitive Robotics | Java & JavaScript
- Aspiring Maker | Arduino | 3D Printing
- Video Production | Graphic Design
- Office 365 | Adobe Collection & CC