

Sampson Yang

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SUMMARY

Computer Science graduate with hands-on experience in Java, Python, C++, SQL, and cloud platforms (AWS, GCP). Strong foundation in algorithms and distributed systems with proven ability to implement technology solutions and manage IT infrastructure.

EDUCATION

Queens College City University of New York – Queens, NY

Aug 2023 – May 2025

M.A. in Computer Science (GPA: 3.3)

Relevant Courses: Computer Organization & Assembly Language, Computer Architecture & Networks, Algorithms & Analysis, Distributed Systems, Data Structures, Database (SQL), Cloud Computing

Macaulay Honors College at College of Staten Island – Staten Island, NY

Aug 2019 – May 2023

B.S. in Mathematics (GPA: 3.5)

SKILLS

Programming: Java, Python, C++ • **Database:** SQL • **Cloud:** AWS, GCP • **Tools:** Microsoft Office

Languages: Cantonese, Mandarin (working proficiency)

EXPERIENCE

IT Infrastructure Technician / IT Support – Sendblue, Brooklyn, NY

Sep 2023 – Present

- Supported and maintained the software and hardware of 4,500+ iPhones and 100+ Macs for company users
- Managed device setup, troubleshooting, and software updates for expanding and maintaining the IT infrastructure to improve system reliability and scalability for the company
- Created 5+ new SOPs and revised 10+ existing SOPs to improve efficiency and standardize workflows
- Monitored IT systems and infrastructure to maintain 99%+ uptime and consistent performance
- Resolved technical issues for 50+ team members while advising on optimal follow-up actions

Math Teacher (Tech-Integrated) – Queens Technical High School, Queens, NY

Aug 2023 – Sep 2024

- Collaborated with an 8-member staff to implement 3 digital learning initiatives across 12 classrooms
- Tested 5+ educational software platforms, contributing to a 20% improvement in functionality
- Deployed classroom tech infrastructure for 150+ students, achieving 98% uptime

Operations Manager – Stand Up Cafe, Brooklyn, NY

Jan 2021 – Aug 2021

- Managed POS systems processing 200+ daily transactions worth \$3,000+ revenue
- Maintained 99.5% IT system uptime across 2 locations
- Trained 8 employees on systems, reducing order errors by 30%

PROJECT

Primal-Dual Circle Representation (Mathematics & Graph Theory)

Aug 2022 – May 2023

- Researched graph theory concepts (Planar Graphs, Circle Packing, Dual Graphs) to analyze right-angled kite polygons, resulting in the design of a computer-based algorithm with 95% accuracy
- Implemented algorithmic solutions using mathematical modeling and computational analysis over a 10-month research period
- Completed Honors Thesis and presented findings to 20+ faculty and students