Yu-Hsuan Huang

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EDUCATION

Stevens Institute of Technology, Computer Science Department   **Hoboken, NJ, USA**
- Master of Science in Computer Science || GPA: 3.934   12/2023 (Expected)
- Relevant coursework: data structures/algorithms, operating system, and database management
- Elected President of the Taiwanese Student Association

City University of Hong Kong (CityU)   **Hong Kong**
Bachelor of Engineering in Bioengineering, Minor in Computing Science   04/2017

WORK EXPERIENCE

Stevens Institute of Technology   **Hoboken, NJ, USA**
Course Assistant in Data Structures and Operating System   01/2023-06/2023 | 09/2023-Present
- Provided guidance to 40 students on data structures and 26 students in operating system
- Developed a Java-based simulation program to visualize CPU scheduling algorithms (FCFS, SJF, and Round Robin) and analyzed their performance

Qualcomm   **Taipei, Taiwan**
IT Support Analyst   04/2017–12/2021
- Provided technical support for 41,000 employees using ServiceNow for incident management, averaging 25 daily resolutions for Windows PC software and hardware issues via call, email, and chat. Exceeded SLA targets with a 70% first-call resolution rate, maintaining a 95% user satisfaction rate
- Created a Python script to automate the generation of a biweekly rotation table for team members
- Analyzed basic networking troubleshooting, covering LAN/WLAN and F5 VPN (full and split tunnel), utilizing the Bomgar remote desktop tool to propose effective resolution steps
- Administered user accounts, group access, and computer resources within designated domains using Active Directory and Azure Portal, adhering to RBAC principles for efficient and secure management
- Aligned with ITIL and NIST frameworks while strictly adhering to company security standards and policies
- Leveraged security tools including Splunk for account lockout analysis, Carbon Black for endpoint security, Forcepoint DLP to prevent data loss, and Netskope for web content filtering to conduct comprehensive security assessments
- Provided support for Microsoft Office applications, including Intune, by guiding users through the installation of company Outlook on their mobile devices using the MDM solution
- Collaborated with cross-functional teams to escalate, resolve complex technical issues, meticulously documented incidents, and created knowledge base articles for future reference

PROJECTS

To Do List
- Created a To Do List web application using Node.js, Express.js, and EJS, with persistent task storage in MongoDB
- Implemented features including rendering, adding, and deleting tasks, as well as creating and managing custom To Do List

Unsplash Images
- Designed and developed a website featuring a photo collection based on user input
- Implemented a dynamic Dark Theme using React, integrating state management and global context
- Applied React Query to efficiently fetch and display images from the Unsplash API
- Deployed the application on Netlify, ensuring proper configuration for optimal performance.

SKILLS

Tools and Software: Java, Python, SQL, Linux, HTML, CSS, JavaScript, Node.js, Express.js, React.js, APIs, MongoDB, GitHub, and PowerShell
IT Certification: Cisco CCNA, Microsoft Azure 900, ITIL® Foundation in IT Service Management