Yu-Hsuan Huang

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EDUCATION

Stevens Institute of Technology, Computer Science Department **Hoboken, NJ, USA**
- Master's Program of Computer Science || GPA: 3.934   12/2023(Expected)
- Excelled in data structures/algorithms, operating system and cybersecurity principles
- 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

SKILLS

Programming Language: Java, Python, basic Linux and SQL commands
Web Development: HTML, CSS, JavaScript, GitHub, Node.js, Express.js, APIs, MongoDB
IT Support Experience: MS Windows, networking, systems administration, and escalations management
IT Certification: Cisco CCNA, Microsoft AZ-900, ITIL® Foundation Certificate in IT Service Management
Language: English and Mandarin

PROJECTS

CPU Scheduling Simulation
- Developed a simulation program using Java to visualize the CPU scheduling algorithm and analyzed the performance of various scheduling algorithms.

To Do List Application
- Developed a dynamic web application leveraging Node.js, Express.js, and EJS, enabling the creation and persistence of tasks across sessions through seamless integration with a backend database.
- Successfully deployed the application on Heroku and MongoDB Atlas, ensuring uninterrupted online accessibility and optimal user experience.

WORK EXPERIENCE

Stevens Institute of Technology **Hoboken, NJ, USA**
Course Assistant   01/2023-06/2023 | 09/2023-Present
- Provided guidance to 40 students on data structures and algorithms implementation in Java
- Coordinated with other course assistants to ensure consistent grading across all sections

Qualcomm Semiconductor **Taipei, Taiwan**
IT Support Analyst   04/2017–12/2021
- Provided technical assistance to 41,000 employees across the world, resulting in solving on average of 25 product, application, and device problems per day
- Analyzed various complex problems with computer configurations, networking, and software installations, and proposed steps leading to their successful resolution
- Consistently exceed performance goals, achieving a 70% first-call resolution rate and a 95% user-satisfaction rate
- Successfully contributed to the knowledge base articles for non-IT personnel thus improving troubleshooting efficiency
- Lead translation of the knowledge base articles from English to Mandarin
- Mentored new employees on IT support role, providing guidance on troubleshooting techniques

City University of Hong Kong **Hong Kong**
Final Year Project: EMG-driven Rehabilitation Orthotic Hand, Chung TIN   09/2015-04/2016
- Designed a wearable robotic hand, utilizing Arduino and EMG signal techniques
- Developed a 3D-printed orthotic hand that is driven by real-time EMG signals acquired from a subject to perform three classes of gestures

Arizona State University **Tempe, AZ, USA**
Intern, Neural Microsystem Laboratory   06/2015-08/2015
- Designed and conducted research process on flip-chip and bumping processes
- Assisted with PCR layer design to ensure efficient and effective manufacturing process