

Yu-Hsuan Huang

teresayhhuang@gmail.com | +1 3233071175 | [linkedin.com/in/teresa1014/](https://www.linkedin.com/in/teresa1014/) | github.com/tehuang

EDUCATION

Stevens Institute of Technology, Computer Science Department	Hoboken, NJ, USA
<ul style="list-style-type: none">Master of Science in Computer Science GPA: 3.934Relevant coursework: data structures/algorithms, operating system, and database managementElected President of the Taiwanese Student Association	12/2023 (Expected)
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
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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
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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

Weather Map

- Deployed a weather information website using the OpenWeatherMap API to provide real-time weather updates for users in their chosen locations
- Utilized Axios for real-time and accurate weather updates through asynchronous HTTP requests to the OpenWeatherMap API

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