NORM MILLER

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PROFESSIONAL PROFILE

Aspiring Computer Network Engineer who is results-driven, resourceful, with strong analytical, and problem-solving skills. Ability to be flexible and quickly adapt to change to meet customer requirements. Demonstrates interpersonal and collaboration skills required in a team environment.

EDUCATION

New York City College of Technology, CUNY **Brooklyn, NY**
Bachelor of Technology, Computer Systems Technology 05/2026
GPA: 3.75/4.00

Relevant Coursework:

Database Fundamentals	Information & Data Management I	Programming Fundamentals
Computer Systems	Problem Solving with Computer Programming	Data Mining Non-SQL
Web Programming	Oriented Object Programming-Java	Data Structures

Vaughn College of Aeronautics & Technology **Flushing, NY**
Associate in Occupational Studies 06/2021

- Overall GPA: 3.25/4.00

TECHNICAL SKILL

Operating Systems: Windows 8, 10 & 11, Mac OS, Linux, Android
Software: Microsoft Office Suite, Visio, Outlook, Familiarity with Windows Server 2008
Hardware: Work Station Deployment, Operating System Installation
Languages: Java, JavaScript, PHP, Python, HTML

ACADEMIC PROJECTS

CUNY NYC College of Technology, Department of Computer Systems Technology **Brooklyn, NY**
NYC Transit Ridership: Subways vs. Buses 02/2023-05/2023

- Used Google Collaboratory, a programming Python language by Google to predict and showcase the daily ridership of subways and buses.
- Analyzed dataset consisting of the days and the ridership numbers throughout the day provided by the Metropolitan Transportation Authority.
- Constructed a comprehensive pie chart and line graph showcasing an analytical bus and subway ridership result.

CUNY NYC College of Technology, Department of Computer Systems Technology **Brooklyn, NY**
December 2020 Weather Patterns vs CitiBike Ridership 09/2023-12/2023

- Used Google Collaboratory, a programming Python language by Google to predict and showcase the weather patterns of December 2020 and its impact on CitiBike ridership.
- Utilized Pandas for data manipulation and Matplotlib for data visualization to illustrate the relationship between weather patterns and CitiBike ridership.
- Applied machine learning models such as linear regression or random forests to forecast CitiBike ridership based on historical weather data.
- Also showcased this project in the 2024 Experimental Learning Symposium.

CUNY NYC College of Technology, Department of Computer Systems Technology **Brooklyn, NY**
Restaurant and Gym Membership Website Project 09/2023-12/2023

- Designed and developed interactive restaurant and gym websites using HTML and JavaScript to create an engaging and user-friendly interface.
- Implemented website structures including headers, navigation bars, content sections, and footers to ensure a clean and organized user experience.

- Created and validated user input forms for restaurant reservations and gym membership sign-ups using JavaScript for client-side form validation and user feedback.
- Enhanced website functionality by incorporating dynamic elements such as image sliders, interactive menus, pop-up modals, and real-time content updates using JavaScript.

CUNY NYC College of Technology, Department of Computer Systems Technology **Brooklyn, NY**
2024 Experimental Learning Symposium 03/2024

- Presented the December 2020 Weather Patterns vs CitiBike Ridership from the Fall 2023 semester.
- Used Google Collaboratory, a programming Python language by Google to predict and showcase the weather patterns of December 2020 and its impact on CitiBike ridership.
- Utilized Pandas for data manipulation and Matplotlib for data visualization to illustrate the relationship between weather patterns and CitiBike ridership.
- Applied machine learning models such as linear regression or random forests to forecast CitiBike ridership based on historical weather data.

CUNY NYC College of Technology, Department of Computer Systems Technology **Brooklyn, NY**
Customer Segmentation for an Online Retail Company 05/2024

- Conducted a customer segmentation project analyzing over 3 million grocery orders from 200,000 Instacart customers using Google Collaboratory.
- Utilized Python libraries such as Pandas, NumPy, Scikit-learn, and NLTK for data preprocessing, feature engineering, and clustering preparation.
- Applied K-Means clustering, HDBSCAN, and matrix factorization (SVD) to identify distinct customer segments and purchasing patterns.
- Visualized customer behavior and trends using Matplotlib, Seaborn, Plotly, and Yellowbrick to support actionable business insights.
- Developed machine learning models including Random Forest, Logistic Regression, and Gradient Boosting to predict product reorders with high accuracy.
- Implemented association rule mining with the Apriori algorithm to uncover frequent itemsets and recommend product pairings.

CUNY NYC College of Technology, Department of Computer Systems Technology **Brooklyn, NY**
2025 Spring Semester Honors Scholars Program 02/2025-05/2025

- Designed and implemented the *Poetic Codes - Emphasizing The Fusion Between Poetry and Computational Analysis* project, blending poetry analysis with computational techniques using Python in Google Collaboratory for a panel presentation.
- Applied text preprocessing, tokenization, frequency analysis, and N-gram modeling to analyze patterns within human-written poems.
- Performed sentiment analysis and topic modeling (LDA) to uncover emotional tones and thematic structures across diverse poetry collections.
- Visualized word frequency distributions, sentiment trends, and topic groupings using Matplotlib and Seaborn.
- Integrated natural language processing (NLP) tools such as NLTK and Gensim to process and interpret large-scale poetic texts.
- Curated a final project collection featuring original poetry and computational findings, emphasizing the intersection of data science and literary art.

EXPERIENCES

New York Public Interest Research Group (NYPIRG) **New York, NY**
Student Statewide Board of Directors 06/2024 – Present

- Served as directors for the corporation and as delegates of the members (students and school) of CUNY New York City College of Technology
- Set program (issue) priorities for NYPIRG
- Adopted an annual budget
- Created and adopted new programs (issues) and areas of concern for research
- Considered lawsuits and directed legal actions when appropriate

CUNY NYC College of Technology, Department of Computer Systems Technology **Brooklyn, NY**
Student Ambassador for the Academic Honors Ceremony & Commencement 05/2024-06/2024

- Assisted with event setup and breakdown
- Managed guest check-in and directing attendees
- Distributed name cards and programs
- Assisted graduates with regalia and lineup
- Provided guidance and answering attendee questions
- Supported line management and crowd control
- Helped with stage transitions and diploma distribution
- Any additional tasks as assigned to ensure a smooth event

Alliance of South Asian American Labor **Jamaica, NY**
Organizer/Intern 07/2017- 08/2017

- Led a team of 10 people to ensure that projects are completed
- Assisted community with voters' registration process
- Implemented daily senior care by assisting with breakfast & regular daily routines at the Desi Senior Center

HRA Infoline, NYC's Summer Youth Employment Program **Jamaica, NY**
Office Intern 07/2016-08/2016

- Helped workers take phone calls and organize timelines

ResCare NYC's Summer Youth Employment Program **Long Island City, NY**
Clerical Support Intern 07/2014 - 08/2014

- Organized files
- Distributed test for job seekers