THIEN QUY PHAM

Thien Quy Pham | LinkedIn
thienquy05 | Github
My Portfolio | Portfolio

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Toledo, OH

EDUCATION

The University of Toledo   Toledo, Ohio
Bachelor of Science in Computer Science; GPA: 3.6   August 2023 – May 2027

SKILLS

- **Languages:**   Python, SQL, C, C++, Java
- **Frameworks:**   NIST CSF, Flask
- **Tools:**   Splunk, SQL, Microsoft Office
- **Platforms:**   Linux, Windows, macOS, Android, Visual Studio Code
- **Soft Skills:**   Problem Solving, Critical Thinking, Communication, Teamwork, Time Management

WORK EXPERIENCES

Undergrad Research Assistant | *University of Toledo* – Toledo, OH   **Jan 2025 – Present**
Project: AI in Healthcare
- Develop an automated analysis pipeline to track and classify zebrafish motor behaviors following controlled pharmacological drug exposure.
- Collaborate with the Medical Department to acquire and curate video datasets, aligning computational data requirements with biological study parameters.
- Process and validate model outputs to generate statistical insights on drug toxicity, bridging the gap between computer science and clinical research.

IT Support Technician | *University of Toledo* – Toledo, OH   **December 2025 – Present**
- Diagnose and resolve hardware, software, and network connectivity issues for university faculty and students
- Triage incoming support tickets using **UToledo ITHelp** effectively escalating complex technical incidents to Tier 2/3 support while ensuring accurate documentation.
- Conduct routine hardware audits and preventative maintenance in computer labs, minimizing downtime and ensuring workstation availability for campus workflow.

Harbor Freight Tools | Sales Associate – Toledo, OH   **March 2025 – Present**
- Manage high-volume sales transactions and inventory tasks while maintaining accuracy in data entry systems.
- Collaborate with team members to optimize store organization and resolve customer inquiries efficiently.
- Adapt to shifting business priorities to a fast-paced retail environment without direct supervision.

PROJECT

AI Phishing Detection | Cybersecurity Platform | LINK   **January 2025 - Present**
Full Stack Developer
- Developed an adversarial, **multi-agent machine learning system** for phishing detection, leveraging synthetic email generation and competitive evaluation to improve model robustness against evolving social-engineering and spear-phishing attacks.
- Engineered a secure, production-oriented detection pipeline using Flask, PostgreSQL, Redis, and Celery, emphasizing encrypted data handling, **low false-positive rates (<5%)**, real-time threat analysis, and measurable ML performance metrics (>**85% precision**).

CERTIFICATES

- **CompTIA A+**   **Dec 2025 – In Progress**
- **Google Cybersecurity Coursera | LINK**   **October 2025**