TIAGO WU

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EDUCATION

Stony Brook University, College of Engineering and Applied Sciences   Expected Graduation: May 2024
Bachelor of Science in Computer Science   GPA: 3.8
- **Relevant Coursework:** Analysis of Algorithms, Data Structures, Fundamentals of Computer Science, Fundamentals of Software Development, Programming Abstractions, System Fundamentals I and II

EXPERIENCE

Stony Brook University, Division of Information Technology   Stony Brook, NY
Campus Residences Student IT Technician   Aug. 2022 - Present
- Collaborate with a team of 25+ IT technicians and cross-functional departments to diagnose hardware and software issues in over 40 residential buildings, consistently resolving 30+ tickets per week on TeamDynamix ITSM system
- Manage and maintain 300+ Windows computers and Scala systems by using the Quest KACE Management System , ensuring seamless patch management and updates for peak system performance and reliability
- Provide support over 40 HP and Toshiba printers in residential computer centers and area offices, addressing paper replenishment, toner replacement, and mechanical malfunctions to minimize downtime and improve print quality

Campus Residences IT Technician Intern   Feb. - May 2022
- Delivered daily technical support and services to residential faculty, staff, and students, troubleshooting issues with computers, mobile devices, printers, and televisions
- Logged and efficiently managed 10+ customer support tickets daily on Cherwell ITSM system, contributing to a reduction in resolution time and overall user satisfaction
- Strengthened technical expertise and on-campus technology familiarity through 12 hours per week of shadowing Technician Leads, actively applying acquired skills and gaining hands-on experience

PROJECTS

Text Overflow | *MongoDB, Express.js, React.js, Node.js*   Aug - Dec. 2023
- Developed a full-stack web application cloning 15 essential use cases of Stack Overflow, supported by a RESTful API
- Spearheaded an enhanced user experience, achieving a 50% increase in page load speed through the implementation of pagination
- Cultivated effective communication and teamwork with a project partner, surpassing shared project goals and elevating overall efficiency to meet deadlines

Teamify | *MongoDB, Express.js, React.js, Node.js*   Jun. - Aug. 2023
- Launched a fully functional team management application featuring an intuitive interface crafted using Tailwind CSS, aimed at elevating team collaboration and task coordination
- Utilized axios to establish secure communication across all endpoints, reducing response time for user management and team operations
- Ensured robust security measures by using bcrypt and JWT for user account authentication and protection, employing middlewares to maintain confidentiality and integrity for 95% of API requests

Portfolio Website | *React.js*   May - Jun. 2023
- Designed a responsive and visually appealing portfolio website using Material UI and styled components to showcase professional accomplishments
- Optimized deployment processes by integrating Firebase as a hosting platform and leveraging Git Actions for automated build and deployment processes, enabling seamless updates and revisions

Temps | *React.js*   Jul. - Aug. 2022
- Developed a user-friendly weather application, empowering users to effortlessly search and access current and weekly weather forecasts for specific locations
- Fetched and integrated real-time weather data with efficient retrieval and processing of accurate and up-to-date weather information

Lunar System | *Java*   Oct. 2021
- Constructed a menu-based course registration system with a HashMap database for students to add, drop, and view courses
- Enabled sorting of courses by name or semester and database preservation across system restarts using Java APIs

LEADERSHIP

Google Developer Student Clubs   Stony Brook, NY
Secretary   Aug 2023 - Present
- Plan and organized engaging workshops for 50+ members focused on web development, algorithms, machine learning, and artificial intelligence

TECHNICAL SKILLS

Languages: C, CSS/HTML, Java, JavaScript, Python
Technologies: Bootstrap, Express.js, Firebase, Git, Material UI, MongoDB, Node.js, Postman, React.js, Redux, Tailwind