Tiago Wu

Staten Island, NY | (347) 609-2303 | tiagowu12@gmail.com | tiagowu.com | github.com/tiagowu | linkedin.com/in/tiago-wu

EDUCATION

Stony Brook University   Aug 2021 - May 2024
Bachelor of Science in Computer Science   GPA: 3.80
- Relevant Coursework**:** Data Structures, Programming Abstractions, Analysis of Algorithms, Computer Networks, Fundamentals of Software Development, Software Engineering

SKILLS

Programming Languages: C, CSS/HTML, Java, JavaScript, Python
Frameworks & Libraries: Bootstrap, Express.js, Material UI, Node.js, React.js, React Redux, React Router, Tailwind CSS
Tools & Technologies: Firebase, Git, GitHub, GitLab, MongoDB, Postman, VS Code

EXPERIENCE

Stony Brook University, Division of Information Technology   Stony Brook, NY
Campus Residences Student IT Technician   Aug 2022 - May 2024
- Collaborated with a team of 25 IT technicians and multiple departments to diagnose hardware and software issues in over 40 residential buildings, resolving an average of 20 support tickets per week on TeamDynamix ITSM
- Managed and maintain 300+ Windows 10 and 11 computers and Scala systems by using the Quest KACE Management System, ensuring seamless patch management and updates for peak system performance and reliability
- Provided support for 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

Stony Brook University, Division of Information Technology   Stony Brook, NY
Campus Residences IT Technician Intern   Feb - May 2022
- Delivered prompt technical support and services to residential faculty, staff, and students, troubleshooting issues with computers, mobile devices, printers, and televisions
- Logged and managed an average of 10 customer support tickets per day on Cherwell ITSM, contributing to a decrease in resolution time and elevating overall user satisfaction
- Strengthened technical expertise and on-campus technology by dedicating 12 hours per week to 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
- Orchestrated smooth collaboration and communication with a project partner, exceeding project objectives and boosting overall efficiency to meet tight deadlines

Teamify | *MongoDB, Express.js, React.js, Node.js*   Jun - Aug 2023
- Launched a team management application, aimed at enhancing team productivity and accelerating project completion time
- Leveraged Axios to establish secure communication across all endpoints, effectively minimizing response time for both user management and streamlined 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 all API requests

Portfolio Website | *React.js*   May - Jun 2023
- Designed a user-friendly interface across a multitude of devices and screen sizes using responsive web design principles and Material UI 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
- Engineered a intuitive weather application that empowers users to easily search and access current and weekly weather forecasts for specific locations
- Implemented efficient retrieval and processing mechanisms to fetch and integrate real-time weather data formatted in JSON, ensuring accurate and up-to-date information for users

LEADERSHIP

Google Developer Student Clubs   Stony Brook, NY
Secretary   Aug 2023 - May 2024
- Planned and organized engaging workshops for 20+ members focused on web development, algorithms, machine learning, and artificial intelligence