

Kelly Tran

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WORK EXPERIENCE

Office of Information Technology, Rutgers University
Assistant Lab Supervisor

Dec 2016 - Present

- Review applications and conduct interviews for hiring new staff
- Facilitate continual education training of technical skills and policy reinforcement
- Conduct performance reviews for staff and actively seek and implement feedback from patrons and staff who use the labs

Residential Network Dispatch Consultant

Sept 2015 - Present

- Monitor Rutgers HDRT ticketing system for user issues
- Dispatch to dorms to troubleshoot any network, router, port, or virus remediation while providing thorough explanations of steps taken to users
- Record lab usage statistics for assistance in budget allocation
- Attend continual training classes and complete modules to remain current on new troubleshooting procedures and emerging software

Student Centers, Rutgers University

Event Staff and Junior Manager

Sept 2014 - Dec 2015

- Coordinated events held at student centers to ensure timely completion of room set-ups
- Increased employee morale and productivity through team-building exercises
- Troubleshot issues with A/V equipment

PROJECTS

reaDefine

- Java program that implements the Merriam Webster Dictionary API
- Parses text file input to remove common and duplicate words, generates a vocabulary list from the remaining words, and generates a quiz based on user preferences and the vocabulary list

ACTIVITIES

Lambda Kappa Sigma, Professional Pharmacy Fraternity

President

April 2017 - Present

- Implemented Slack, Trello, and G Suite to improve communication and the facilitation of projects and events
- Lead and motivate a group of pharmacy students in developing time management, networking, organizational, and creative skills
- Ensure the chapter remains in good standing by standards set by the Office of Fraternity and Sorority Affairs at Rutgers University

Historian and Public Relations Chair

April 2016 - April 2017

- Assist in the growth of the organization and increase its presence on campus through developing a brand, establishing and maintaining social media accounts including a website (rutgerslks.com), and collaborating with other organizations on initiatives and events
- Design flyers, pamphlets, and presentations for promotional use

EDUCATION

Rutgers, The State University of New Jersey — New Brunswick

Bachelor of Arts
Information Technology
and Informatics
Minor in Psychology

SKILLS / SOFTWARE

Adobe Photoshop



Adobe Illustrator



CSS



G Suite



HTML



Indigo Studio



Java



Javascript



Microsoft PowerPoint



Microsoft Word



MUSICAL INTERESTS

