

Kelly Tran

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trellykan.github.io

WORK EXPERIENCE

Office of Information Technology, Rutgers University Assistant Lab Supervisor

Dec 2016 - May 2018

- 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 - May 2018

- 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
- Troubleshoot issues with A/V equipment

PROJECTS

Ally, the Alzheimer's App (Prototype)

- Conducted user research (60+ surveys, 3 interviews) with dementia patient caregivers
- Created personas, storyboards, and user cases to illustrate the problem and solution
- Created wireframes and prototypes for a mobile and smartwatch app that helps caregivers manage medical information, schedules, and monitor their patients

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 - May 2018

- 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

EDUCATION

Rutgers, The State University of
New Jersey — New Brunswick

Bachelor of Arts
Information Technology
and Informatics
Minor in Psychology

SKILLS / SOFTWARE

Adobe Photoshop

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Adobe Illustrator

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CSS

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G Suite

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HTML

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Indigo Studio

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Java

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Javascript

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SQL

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Presentations

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Management

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Microsoft Office 365

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LANGUAGES

Vietnamese

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Spanish

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Puns

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