

EXPERIENCE

Office of Information Technology, Rutgers University

Assistant Lab Supervisor

Dec 2016 - Present

- Review applicants for consultant position and conduct interviews for hiring
- Plan and host trainings for continual education of technical skills and policy reinforcement
- Utilize Excel macros to automate forms and spreadsheets
- Oversee daily operations and maintain a clean and productive environment for users
- Actively seek and implement feedback from users and consultants who use the labs

Residential Network Dispatch Consultant

Sept 2015 - Present

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

Student Centers, Rutgers University

Junior Manager

Sept 2014 - Dec 2015

- Coordinated events held at student centers to ensure timely completion of room set-ups
- Contributed to discussions for increasing employee productivity and team-building exercises
- Troubleshoot issues with A/V equipment

EDUCATION

Degree

January 2019

Rutgers, The State University of New Jersey — New Brunswick
Bachelors of Science in Information Technology and Informatics
Minors in Psychology and Economics

SKILLS/SOFTWARE

Java, Adobe Acrobat, Adobe Photoshop, CSS, HTML, Microsoft Office, Google Apps, Vietnamese

ACTIVITIES

Lambda Kappa Sigma, Professional Pharmacy Fraternity

President

Jan 2015 - Present

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

Franklin-Somerset First Aid Squad

Sept 2015 - Jan 2016

Volunteer Emergency Medical Technician

- Maintained CPR and EMT-B certifications
- Assessed patient condition based on physical exam and information collected from surroundings, monitored patient for changes and treated accordingly, assuaged anxiety of patients and concerned parties