KELLY TRAN

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EDUCATION

Rutgers, The State University of New Jersey – New Brunswick   **May 2018**
B.A. Information Technology and Informatics, Psychology Minor   Major GPA 3.68

EXPERIENCE

Office of Information Technology, Rutgers University   **Apr 2015 – May 2018**
Assistant Lab Supervisor
- Reviewed 200+ applications, interviewed 90+ applicants, created interview guidelines
- Facilitated new employee orientation, biannual training sessions, continual training program
- Conducted performance reviews, implemented feedback, initiatives for out-of-work bonding
- Resolved scheduling conflicts, oversaw maintenance of lab equipment, online ticketing system, worked with both Windows and Mac OS
- Maintained and organized inventory, supplies, usage records, maintenance documentation

Residential Network Dispatch Consultant
- Responded to tickets and dispatched to dorms to troubleshoot software or networking issues
- Typical tickets included virus remediation, account recovery, intermittent connectivity

Student Centers, Rutgers University   **Sept 2015 – Dec 2015**
Junior Manager, Event Staff
- Trained new employees, submitted detailed shift reports, coordinated schedules and room set-ups, maintained inventory, troubleshot A/V equipment

LEADERSHIP

Lambda Kappa Sigma, Professional Pharmacy Fraternity   **Jan 2015 - Present**
President
- Implemented Slack, Trello, and G Suite to make communication and management more transparent and efficient
- Collaborated with external organizations on events and health/social justice initiatives to increase campus presence and unify the Rutgers community
- Raised over $3000 for the Embrace Kids Foundation and over $1000 for Project HOPE

New Member Educator
- Revamped New Member Orientation program, added growth-oriented projects, and increased member retention

PROJECTS

Ally, the Alzheimer's App *(HCI principles, project management)*
- Surveyed and interviewed 70+ target users, developed design plan, conducted user research, created personas and storyboards, heuristic evaluations, created wireframes, and prototyped
- https://trellykan.github.io/hci-final-project/

reaDefine *(Java applet)*
- 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

SKILLS

Adobe Creative Cloud, G Suite, Microsoft Office 365, HTML, CSS, Java, MySQL, project management, conversational Vietnamese, intermediate Spanish