KELLY TRAN

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EXPERIENCE

Office of Information Technology, Rutgers University

Assistant Lab Supervisor   Dec 2016 – May 2018
- Review applications for consultant position 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 utilize the labs
- Train new consultants and supervisors in training

Residential Network Dispatch Consultant   Sept 2015 - Dec 2016
- 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
- Troubleshot issues with A/V equipment

EDUCATION

Rutgers, The State University of New Jersey — New Brunswick   May 2018
Bachelors of Arts in Information Technology and Informatics
Minor in Psychology

SKILLS/SOFTWARE

Adobe Photoshop and Illustrator, CSS, HTML, Javascript, Java, PHP, SQL, Microsoft Office 365, G Suite, Balsamiq, Indigo Studio, Dreamweaver, conversational Vietnamese

ACTIVITIES

Lambda Kappa Sigma, Professional Pharmacy Fraternity   Jan 2015 - Present
President   April 2017 – May 2018
- Improved efficiency and communication through implementing Slack, Trello, and G Suite to facilitate projects and events
- Lead and motivate a group of pharmacy students in developing time management, networking, organizational, and creative skills
- Created documentation for our New Member Education program, standardized officer training, and facilitated a more seamless "handshake" between old and new officers

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