Kevin Trinh

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EDUCATION

University of Notre Dame — **Notre Dame, IN**
Bachelor of Science in Computer Science — Expected May 2018
GPA: 3.11/4.0

De La Salle North Catholic High School — **Portland, OR**
GPA: 3.96/4.0 — June 2014

EMPLOYMENT HISTORY

MoreSteam.com — **Columbus, OH**
Web Developer — May 2017 – Feb 2018

- Developed program to triage, display, and report on customer support tickets using HTML, JavaScript, CSS, SQL and ColdFusion
- Prepared eLearning course content for new skin transition
- Added new features and UI to class management software

University of Notre Dame - Office of Information Technology — **Notre Dame, IN**
IT Help Desk — August 2015 - Present

- Supports university-sized user base by assisting and educating users on software and hardware
- Logs tickets using ServiceNow to improve and focus user education
- Improves support by creating tutorials leading to Knowledge Centered Service

Northwest Family Services — **Portland, OR**
IT Help Desk Assistant — June 2015 - August 2016

- Assisted 80+ users by working in a group of two to maintain hardware and software leading to increased user productivity
- Enforced corporate security by managing passwords and computer security complying with HIPAA
- Maintained website by editing HTML

Oregon Catholic Press — **Portland, OR**
IT Help Desk Support I — September 2012 - June 2014

- Supported 100+ users by working with a team to maintain machines and software using batch scripts
- Mass distributed software to users by using Dell KBOX technology to maintain up-to-date software

PROJECTS

Undergraduate Research - Pataka Test App (Android/Java) — **Notre Dame, IN**
August 2016 – December 2016

- Worked to port the Pataka Test from iOS to Android. The Pataka Test aims to detect brain issues utilizing speech technology
- Designed the UI/UX using XML and Java

Chess (C++) — **Notre Dame, IN**
Spring 2016

- Collaborated in a group of four to create a visual Chess simulation using SDL2. Included a recursive AI opponent with three difficulties
- Delegated work for teammates that resulted in increased productivity

Connect 4 (C)

- Created an interactive visual Connect 4 game that utilized X11

Notre Dame, IN
Spring 2015

SOFTWARE

- Unix/Linux
- Git
- Android Studio

LANGUAGES

- C++ (proficient), Python (proficient), mySQL (proficient), C (proficient), HTML (proficient), JavaScript/jQuery (proficient), CSS (proficient), Bash (proficient), Java (intermediate), ColdFusion (intermediate)