Kevin Trinh

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EDUCATION

University of Notre Dame   **Notre Dame, IN**
Bachelor of Science in Computer Science   Expected May 2018
       GPA: 3.072/4.0
       Major GPA: 3.441/4.0

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 – August 2017
- 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**
- Worked to port the Pataka Test from iOS to Android. The Pataka Test aims to detect brain issues utilizing speech technology   August 2016 – December 2016
- Designed the UI/UX using Android XML and Java

Chess (C++)   **Notre Dame, IN**
- Collaborated in a group of four to create a visual Chess simulation using SDL2. Included a recursive AI opponent with three difficulties   Spring 2016
- 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), C (proficient), Python (proficient), HTML (proficient), JavaScript (proficient), CSS (proficient), Bash (proficient), Java (intermediate), ColdFusion (intermediate), SQL (intermediate)