Michael Zheng

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Education

Temple University, College of Science and Technology, Philadelphia, PA
Bachelor of Science, Graduated Date: December 2023
Major: Information Science and Technology
GPA: 3.52; Dean's List Spring 2022 - Fall 2023

Technical Skills

Languages: Python, Java, SQL, HTML, CSS, C#, Javascript, AJAX, JSON, PHP, API
Tools: Visual Studio Code, Microsoft 365, GitHub, Notepad++, Axure, Active Directory
Operating systems: Windows, Android

Experience

CGS Business Solutions   **Conshohocken, PA**
IT Support Specialist   February 2024 - September 2024
- ❖ Resolved 50+ software/hardware issues weekly, reducing downtime by 20%.
- ❖ Improved IT support protocols with the team, cutting response time by 15%.
- ❖ Deployed standardized desktop images across 50+ systems.
- ❖ Mentored 5 new hires, boosting team productivity by 10%.

Michael Grocery   **Philadelphia, PA**
General Assistant/Helper   September 2015 - September 2023
- ❖ Maintained high standards of customer service while interacting with customers
- ❖ Managed and organized customer transactions at checkout
- ❖ Replenished and cataloged the shelves and prices of products throughout the store
- ❖ Organized item placements

Technical Projects

User Design   **Philadelphia, PA**
Developer   January 2022 - May 2022
- ❖ Designed interactive prototypes with Axure, improving test case efficiency by 20%.
- ❖ Coordinated regular meetings, keeping the project on track and within scope.
- ❖ Conducted user interviews and surveys, gathering insights that informed design improvements.
- ❖ Analyzed survey data, leading to a 15% enhancement in user experience design

Monopoly   **Philadelphia, PA**
Developer   August 2021 - December 2021
- ❖ Developed an event-driven GUI, enhancing user interaction and game flow using C#.
- ❖ Implemented Unit Tests, ensuring 98% code coverage and reducing bugs.
- ❖ Connected to and queried from a database
- ❖ Organized team meetings, maintaining a consistent development pace and meeting deadlines.

Relevant Coursework

Data Structure	Database management system
User Experience	Introduction to Problem Solving and Programming in Python
Program Design and Abstraction	Architecture, Operating Systems, and Networking