**PHONG VO**

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Junior Computer Science student available for 6-month co-op January 2019

November 14th, 2018

Mr. Andrew Chang

Symantec Corporation

2 Canal Park #5

Cambridge, MA 02141

Dear Mr. Chang,

I am a junior in Computer Science at University of Massachusetts in Lowell, where I am in Dean’s List honors. I learned about your company through the university’s career fair in last month and, after a conversation with the presenter, I found that I might fit with your company’s Computer Science/Software Engineer co-op position. I really want to work with Symantec because it is the world’s leading company in security and encryption. Personally, I used the product named Symantec Antivirus when I was younger.

Prior to my current program at UMass Lowell, I graduated B.S in Electronics and M.S in Software Oriented Automatic Control at University of Technology (Ho Chi Minh City, Vietnam) in 2009. I studied programming languages such as C/C++, Java, Data Structures and Algorithms which are required in the job description. I also capable with Visual .NET, C++ and Computer Vision when I worked on projects.

Besides the courses, I finished academic projects in Vietnam and then UMass Lowell. My project, which named Vehicle Detection and Recognition using Computer Vision/Visual C#, was honorably awarded and currently applied in the actual transportation management in Vietnam. My Java OOP project, named Employee Information System, was the top ranked thank for the ability to manage and storing a company’s employee’s profile in dedicated file. I also was a Programming I (C++) ‘s Supplemental Instructor Leader at Middlesex Community College (Bedford, MA), where my resolving and time management skills assisted instructors in lecturing and help students with assignments and projects.

In addition to my projects, I had five-year experience working for Vietnam Airlines as a Head Engineer in the Avionics Maintenance Team. One of my roles was performing software-oriented maintenance of Airbus A330 aircraft ‘s computers and controllers, reading out all of the flight data of the previous flights of aircraft, made data analysis before sending them to Airbus HQ in Toulouse, France prior to making decisions for maintenance and overhauling of the aircraft fleet. Since working with hi-tech end cutting-edge equipment, skills to manage competing priorities and skills ability to work individually/in-group helped me and my team finishing crucial maintenance tasks in time with accuracy.

I would like to have a chance to meet you for discussing co-op position that you are opening. Please let me know if you have any questions. Please reach me at (978) 930-6929 or [Phong\_Vo@student.uml.edu](mailto:Phong_Vo@student.uml.edu).

Thank you for your consideration.

Sincerely,

Phong Vo

Dear Professor,

I am sorry! I have only the posting of the Capture the Flag University Challenge when I finished my conversation with the presenter at UMass Lowell’ career fair. I find the job posting with its job descriptions has been removed from the major job searching engines such as CareerLink, Indeed and LinkedIn. LinkedIn still has Software Development Intern, Norton Cloud Services available with its job description is almost same as the co-op openings were.

Software Development Intern, Norton Cloud Services

<https://www.linkedin.com/jobs/view/839221806/>

Job description

**Software Development Intern, Norton Cloud Services**Location: Cambridge, MA

### Seniority Level

Entry level

### Industry

* Computer & Network Security
* Computer Software
* Information Technology & Services

### Employment Type

Full-time

### Job Functions

* Education
* Training  
  **Introduction**Are you looking for a job that can help make the world a safer place? Come work at Symantec!  
    
  Symantec is a proven Fortune 500 leader in cyber-security, innovation and technology.  
    
  Our award-winning Norton security products protect hundreds of millions of people around the world.  
    
  Our team, the Norton Cloud Services team, specializes in highly-scalable web-services that enable our Norton products. The services we build field billions of requests daily from 100's of millions of devices worldwide.  
    
  We develop and support many Symantec services, but here is an overview of our largest three:
* The**Norton Reputation Service**alone services about 15 billion events daily. When your Norton Security product installed on your home PC encounters a file that it is unfamiliar with, Norton Security may make a request for more information from NRS, providing info such as file name, hash, download URL, size, signer, etc. NRS will then respond with advice on how to handle the file (for example, the file can be trusted because it is signed by a reputable vendor, or is prevalent on machines that rarely experience infections).
* **Norton Secure Login** at first glance appears to be a single-sign-on solution, similar to Login with Facebook or Google; only NSL, moreover, is a full-fledged Identity Provider. A user with a Norton Secure Login may provide additional Identity Proofing information to prove they are who they say they are (for example, by answering financial history questions that can be verified with one of our partners, like Experian); which proofing then allows the user to access more sensitive web-based services, such as collecting one's Veteran's Affairs benefits (which is possible today using NSL); or hopefully one day file one's taxes, or vote online.
* The**Norton Datastore**APIs synchronizes policy data between user's devices; and the **Norton Event Store** stores date/time based logs for search and reporting. An example of a product leveraging these APIs is our parental control offering, Norton Family. A Norton Family user can update their family "rules" (usage curfew, website categorizations, social network settings, etc.), which Norton Datastore synchronizes between the family's devices. The Norton Family agent on those devices applies and enforces the policy; and reports usage data up to the Event Store, which is used to produce usage reports that parents can view on the Norton Family web portal.

**Responsibilities**We run our projects as small, flat scrum teams, which own their respective services completely, end-to-end. These teams' responsibilities are to:

* Discuss, clarify and prioritize requirements for new features and service improvements
* Design and build solutions for user-stories
* Write fully-automated tests for our solutions
* Script and troubleshoot service deployments
* Support our integrating product teams
* Monitor services in production

**Qualifications**

* Currently pursuing a degree in Computer Science, or related field
* Strong coding skills
* Good communicator
* Does what needs doing without waiting to be asked
* Open, collaborative, humble
* Constantly invests in self-improvement and growth

**Some Technologies We Use (experience Not Required)**

* Highly scalable, distributed architectures
* Java, C/C++, Python
* Azure, AWS
* Oracle, MySQL  
  + Coherence, Hibernate
* Cassandra, Riak
* Spark, Storm
* RabbitMQ, Kafka

