Yang Jie Zheng

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EDUCATION

Fisher College   **Boston, MA**

B.S. in Information Technology   **Dec 2023**

SKILLS

Programming Languages   **C#, HTML, CSS, JavaScript, Java, SQL**

Framework and Tools: **Git, MySQL, SQLLite, Visual Studio, Scrum,**

PROFESSIONAL EXPERIENCE

Bay State College   **Boston, MA**

I.T. Help Desk   **Nov 2020 - Sep 2022**

• Acted as the first point of contact for all I.T. related inquiries for over 50 students, demonstrating excellent communication skills and a customer-centric approach to problem-solving.

• Provided technical support to faculty, staff, and students, resolving hardware and software issues in a timely and efficient manner, ensuring smooth operations and minimal disruptions.

• Troubleshot and resolved issues related to computer hardware, software, network connectivity, printers, and other I.T. peripherals, utilizing knowledge of Windows and macOS systems.

PROJECT EXPERIENCE

E-Portfolio | Website | Github

• Designed, developed, and hosted my e-portfolio using semantic HTML5 and CSS3 (+BEM) best practices.

• Included responsive and multi-platform support to enable the portfolio to be viewed on any platform and device.

E-Commerce Library | Website | Github

• Designed and developed a responsive E-Commerce website using **HTML** and **CSS** for optimal user experience on various devices and browsers.

• Implemented responsive modern UI with CSS, enhancing website aesthetics and usability.

ZmLearn - Interactive Survival Learning Game

• Developed ZmLearn, an educational application using **C#** that gamifies computer science learning for an engaging and interactive experience.

• Created a user-friendly and visually appealing user interface using **C#** to enhance the overall user experience and promote easy navigation through the learning modules.

• Collected feedback from user and used **scrum** methodology to iteratively improve design and user experience.