

Yeh-Lun Lee

Aaron.l.college@gmail.com | [346]-375-8098 | linkedin.com/in/Yeh-Lun-lee/ | github.com/AAaronL5

EDUCATION

Sam Houston State University | Bachelor of Science in Computer Software Engineering
December 2022

- Dean's List: Fall 2022
- Academic Achievement Scholarship, Fall 2019

SUMMARY OF QUALIFICATIONS

- Professional with over 4 years of experience in front end web development
- 2 years of experience in customer technical support and diagnostic testing
- Proficient in data mining and database engineering

PROFESSIONAL EXPERIENCE

IT@Sam | IT Technician

Huntsville, TX | 03/22-12/22

- Maintained and consistently delivered exemplary performance across more than 100 tickets.
- Resolved technical issues related to computer systems, networks, and software applications.
- Provided technical support to end-users in person, over the phone or via remote assistance.

J-Tech Digital | Product Support Engineer

Houston, TX | 08/23-Recent

- Collaborated with software development, quality assurance, and various cross-functional teams to relay customer feedback effectively.
- Created and maintained comprehensive documentation, including FAQs, troubleshooting guides, and knowledge base articles that helped increase customer rapport.
- Partnered with Enado automation technology, seamlessly merging their devices with ours to enhance functionality for residential and commercial businesses.

PROJECTS

Katlendar

Huntsville, TX | 06/22

- Developed a user-friendly calendar app for Sam Houston State University, featuring intuitive navigation and interactive views, built with ReactNative and Firebase.
- Implemented a Python script to aggregate all events seamlessly into the calendar app, ensuring comprehensive event coverage and convenience for users.

Embedded systems robot

Huntsville, TX | 06/22

- Implemented a sophisticated navigation algorithm enabling it to intelligently route through the complex 8x8 grid, considering obstacles and dynamically adjusting its path.
- Worked closely with a group to integrate lightweight and durable materials, ensuring stability and longevity for our school project.

SKILLS

Softwares: (proficient) Javascript, C++, MySQL, Python, Java

Languages: fluent in English, conversant in Mandarin

Certifications: Google UX Design Specialization

Website Portfolio: www.alsoftwaredeveloper.com