

Yeh-Lun Lee

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EDUCATION

Sam Houston State University

Bachelor of Science in Computer Science

Huntsville, TX

Aug, 2018 - Dec 2022

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

EXPERIENCE

IT Technician

Sam Houston State University

Mar, 2022 - Dec 2022

Huntsville, TX

- Enhanced technical support efficiency by providing real-time troubleshooting for professors and students, resulting in a 20% reduction in average resolution time and increased user satisfaction.
- Resolved technical issues related to computer systems, networks, and software applications.
- Provided comprehensive IT support for faculty and students, including troubleshooting hardware and software issues, managing the call queue, and ensuring swift resolution of technical problems

Product Support Engineer

J-Tech Digital INC

Aug, 2023 - Present

Stafford, TX

- Improved customer satisfaction by 30% through providing multi-channel technical support and troubleshooting for residential and commercial Audio/Video clients, ensuring prompt and effective resolution of product issues.
- 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 | Python, React Native, Firebase

Jan, 2022 - June, 2022

- Developed a comprehensive full-stack mobile application for a senior capstone project, leveraging React Native for the front end and Firebase for database management
- Integrating a Python web script created by group members to automatically fetch and update event information from the Sam Houston State University event website.
- Implemented user authentication and authorization features, ensuring secure access to the mobile application's features and data.

GaryTheSnail | C++

Aug, 2022 - Dec, 2022

- 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.
- Integrated wireless communication modules such as Bluetooth or Wi-Fi, enabling remote control and real-time monitoring of the robot's status and sensor data for enhanced versatility and functionality.

TECHNICAL SKILLS

Languages: Javascript, HTML/CSS, C++, MySQL, Python, Java,

Certification: Google UX Design Specialization

Developer Tools: Git, VS Code, IntelliJ, Android Studio, Figma

Website: alsoftwaredeveloper.com