

David Z. Chen

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EDUCATION

- University of Illinois at Urbana-Champaign | Grainger College of Engineering** *August 2018 - May 2022*
- Bachelor of Science in Systems Engineering and Design, Electrical & Computer Engineering *GPA: 3.6/4.0*
 - *Awards and honors:* Illinois State Scholar, Dean's List
 - *Relevant coursework:* Computer Systems & Programming, Analog Signal Processing, Control Systems

EXPERIENCE

- Computer Service Specialist | Chicago Computers, Inc. | Naperville, IL** *August 2017 - March 2018*
- Diagnosed and repaired computers and other electronics, working directly with over 100 unique companies and customers through consultation, house calls, and remote assistance, resulting in a 95% client retention rate. Also ensured proper recycling of used electronics while recovering working components, reducing e-waste by 350 lb overall.
 - Configured and deployed an office-wide VoIP phone system using FreePBX which doubled ticket turnover rate.
- System Administrator Intern | EpimAb Biotherapeutics, Inc. | Shanghai, China** *June 2018 - August 2018*
- Restructured intranet collaborating in a team of 3, slashing network latency in half. Also audited 45 pieces of critical lab equipment, utilizing the existing inventory labeling standard to centralize location data for easy access.
 - Gave a final presentation to executives and employees to raise awareness of ransomware and cybersecurity procedures to mitigate it which resulted in an 85% reduction in successful external phishing and scam attempts.
- System Administrator Intern | Zhuhai Trinomab Biotechnology Co., Ltd. | Zhuhai, China** *June 2019 - August 2019*
- Rectified internal network security, enhanced employee workstation performance, streamlined daily computing operations, and consolidated company email services. Also imaged and deployed 20 new laptops for employees.
 - Devised an extensive plan with a coworker for the incumbent IT department outlining procedures for updating critical infrastructure, training employees on fundamental cybersecurity practices, and implementing daily backups.
- System Administrator | Tech Auto Service, Inc. | Downers Grove, IL** *May 2011 - Present*
- Designed and built all computer systems, video surveillance equipment, and crucial network infrastructure, configuring internal software when necessary. Currently providing on-call remote support and technical advice.
- Network Engineer | Five Star Tennis Center | Plainfield, IL** *October 2017*
- Overhauled core network which boosted throughput by 15%, reduced downtime to 1% per year, and eliminated security vulnerabilities. Also expanded wireless network coverage, allowing for seamless roaming in the entire building.

ACTIVITIES

- Eagle Scout | Boy Scouts of America - Troop 222 of Naperville, IL** *May 2011 - Present*
- Coordinated the troop and its scouts, earned merit badges, developed crucial life skills, and organized an Eagle Project to give local homeless shelter residents vital access to computing resources. Held positions of Patrol Leader, Assistant Senior Patrol Leader, Historian, Scribe, Troop Guide, and Leave No Trace Coordinator.
- Webmaster | Institute of Electrical and Electronics Engineers (IEEE) UIUC** *September 2018 - Present*
- Revamped the IEEE UIUC chapter website (ieeuiuc.org) and created a weekly newsletter for members.

SKILLS

- Amateur Radio (Extra Class), moderate Spanish and spoken Chinese proficiency, photography, computer repair, networking, and virtualization, full-stack web development, MS Office, CAD (Fusion 360), 3D printing, and robotics.
- Adept with Python, MATLAB, LabVIEW, Simulink, C, C++, HTML, CSS, and Windows, Mac OS X, and Linux environments.