

# OLIVIA DUONG

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## Education

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### Rutgers University

Sep 2019 – Present

*Master of Science in Computer Engineering, Class of 2024*

*New Brunswick, NJ*

*Bachelor of Science in Electrical and Computer Engineering, Minor in Computer Science, Class of 2023*

*Magna Cum Laude High Honors*

### Morris Hills High School

Sep 2015 – May 2019

*Magnet Program for Math and Science*

*Rockaway, NJ*

## Experience

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### Rutgers Office of Information and Technology

Aug 2021 – Present

*OIT Head Lab Supervisor and Application Support*

*New Brunswick, NJ*

- Monitor critical systems, servers, and environmental status of Rutgers University Hill Data Center, escalation of issues to resolve outages/degradation of network, simultaneously offering phone support and documenting tickets
- Update staff and wiki websites using HTML and CSS by designing a more organized layout, increasing efficiency for employees. Production of spreadsheets to keep detailed records of each employee
- Diagnose and troubleshoot any technical issues related to secured connections, VPN, network, printers, and projectors in the computer labs
- Manage 11 lab locations and 140+ employees on the Cook/Douglass and Busch campus
- Work with employees each semester to build work schedules that accommodate their college schedules

### Department of Student Access and Inclusion (OSAI) at Rutgers University

Jun 2022 – Jul 2022

*The Academy at Rutgers for Girls in Engineering and Technology Student Counselor*

*New Brunswick, NJ*

- Facilitate workshops, develop hands-on activities, and prepare lessons, labs, and projects for the duration of the program
- Create an insightful, exciting opportunity, and safe environment for participants to learn more about the many different engineering disciplines

### CVS Pharmacy

Jun 2019 – Feb 2022

*Licensed Pharmacy Technician and COVID-19 Tester*

*Oak Ridge, NJ*

- Provide exceptional customer service, maintain accurate patient and insurance records
- Prepare and package medications, maintain drug inventory, prepare and box delivery orders

### Kumon Math and Reading

2018 – Aug 2021

*Assistant Instructor and Grader*

*Denville, NJ*

- Math and reading tutoring from ages 3 to high school. Production of intricate spreadsheets to maintain records of students education, schedules, and workbook inventory.

## Projects

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### Agriculture Maintenance and Crop Monitoring Drone | C++, Capstone

Sep 2022 – May 2023

- Construction of a multi-functional drone to address agricultural concerns. Drone is capable of detecting fires, dispensing proper levels of pesticides, and monitoring soil moisture levels.

### HTTP Server with Authentication | Python, Internet Technology

Mar 2023

- Implementation of an HTTP server that servers secret user data. Access to secret data will be authenticated through username, password and cookies. HTTP protocol will be used to render browser-readable data in file.

### Multiple String Searcher | Linux, C, Network Centric Programming

Feb 2023

- Linux programming environment C, programming concepts such as command line arguments, pointers, IO, etc.

### Adventure Game on Terasic Board | Quartus, Digital System Design and Computer Architecture

Oct 2022

- Designing a system of D-Flip Flop in system Verilog with Quartus software. Production of simulation waveforms on Quartus software. Game model is uploaded and played on the Altera Terasic Board.

### Medical Appointment System | Python, Software Engineering

May 2022

- Building a software system that organizes types of illnesses and doctor medical specializations into separate categories, along with various constraints.

## Technical Skills and Awards

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**Programming Languages:** Python, Java, C++, Matlab, HTML, CSS, working knowledge on Haskell

**MS Office:** Advanced proficient in Word, Excel, PowerPoint, Outlook, PowerApps

**Languages:** Fluent in English and Chinese (Cantonese)

**Supervisor of the Semester:** OIT Cook/Douglass and Busch Labs, Fall 2022

**Conference:** Paper publication for the 42nd IEEE International Conference on Consumer Electronics in Las Vegas, NV