Brandon Yang

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Education	**Kennesaw State University** *May 2019* *Bachelor of Science in Information Technology* • GPA: 3.54 • Relevant coursework: Hardware & Software Concepts, Web Development, Software Acquisition and Project Management, Operating Systems Concepts & Administration, Advanced Applications Development, Information Security Administration, Mgt Inf Tech & HCI, Network Configuration & Administration, Electronic Commerce, Wireless Security, Ethical Hacking Defense, Computer Forensics

Skills

- Shell Scripting
- C#
- SQL
- Java

- Project Management
- Linux
- HTML
- Data Networking

Experience

Technical/Software Support Intern
Wolters Kluwer
Oct 2018 – Present
Kennesaw, Georgia

- Understand, troubleshoot, correct and rebuild Windows registry and application permission keys and solve other software and network related issues.
- Handle phone, e-mail, and chat support for moderate to complex system or content issues; identify, resolve, and escalate issues when necessary; record these interactions in customer relationship database
- Identify and document resolution to reoccurring inquiries
- Provide general reports to management as requested

Projects

Auction Project (2016)
BA is an online auction Web site. People can buy and sell items in this web site. Buyers are people who like to buy items, and sellers are people who like to sell items. Web site was developed using HER, NER, Table diagrams and SQL statements.

Technological Ecosystem Proposal & Design (2016)
Create a proposal to outline the design, specifications, testing stages, and workflow requirements for a total office workspace installation and construction for a server-based environment

Project Progress Tracking (2019)
Create an efficient and user-friendly tracking system to assist the IT department in managing and tracking project progress. System allows the instructor of the course to upload projects to the site. Users will be able to review all the projects on the main page and see more details after clicking a project. Students, sponsors, and instructors will be able to submit project statuses and comments on the project.

Honors & Activities

Recipient of Paul T. Martin Endowed Scholarship
Awarded to four candidates who show interest in science, technology, engineering and mathematics.

Member
Kennesaw State University Recreation Advisory Council
June 2017 – May 2019
Aim to improve the quality of services provided to the KSU community, specifically in the area of university recreation, as well as be the sounding board for all KSU students.