

David Huang

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EDUCATION

The University of Tennessee, Knoxville, TN

Master of Science, Computer Science & Thesis, Cybersecurity

Graduated: **May 2024**

The University of Tennessee, Knoxville, TN

Bachelor of Science, Computer Science & Minor, Cybersecurity

GPA: 4.00/4.00

Graduated: **May 2023**

Honors: Dean's List (Fall 2019 - Spring 2023), Vol of Distinction, Min Kao Scholar, Distinguished Tennessean

Organizations: Association for Computing Machinery (Vice President, Board Member), Tau Beta Phi Honor Society (Chapter Member), Heath Integrated Business and Engineering Program (Cohort Member, Engagement Board)

PROFESSIONAL EXPERIENCE

Tennessee State Collaborative on Reforming Education (SCORE), Nashville, TN

Jun. 2024 – Present

Executive Assistant & Technology Manager

- Provide high-level administrative support to the President/CEO and Senior Vice President of Strategy, including calendar management, meeting logistics, and executive communications.
- Lead SCORE's internal technology operations, managing relationships with the MSP, handling IT troubleshooting, onboarding/offboarding processes, and overseeing software licenses and hardware inventory.
- Serve as the organization's primary Salesforce Administrator, maintaining the platform, generating stakeholder reports and lists, and supporting user training and strategic adoption.

Speed Queen Wash & Dry, Nashville, TN

Jan. 2017 – Present

Senior Manager

- Monitor and optimize online profiles on platforms such as Yelp and Google to enhance the visibility and promotion of the laundromat.
- Manage all communication channels with external companies and the landlord to facilitate timely and effective maintenance activities.
- Orchestrate and address customers' concerns to ensure quality customer service.

Persist Nashville, Nashville, TN

Jun. 2022 – Jan. 2024

Junior Salesforce Administrator

- Translated feedback and feature requests into tangible solutions by leveraging Agile sprints and crafting user stories.
- Engineered essential data repositories, notably a centralized hub of campus resources, meticulously customized for more than 20 frequently attended colleges by Persist students.
- Produced a remarkable collection of over 400 reports and dashboards, adeptly meeting the needs of a diverse team consisting of 11 members, ranging from the leadership to coaches.

University of Tennessee, Knoxville, TN

Feb. 2022 – May 2023

EECS IT Student Assistant

- Delivered comprehensive IT support to students, faculty, staff, and research groups affiliated with the Electrical Engineering and Computer Science (EECS) department.
- Sustained the operational integrity of hardware and software across EECS teaching and research laboratories.
- Employed various tools and technologies, including a ticketing system, Unix shell, wipe/imaging tools, iPXE, Remote Desktop Protocol, User Directory, and OS administrative utilities to ensure seamless functionality.

Jersey Exchange Co., Remote

May 2020 – Aug. 2020

Software Engineer Intern

- Engineered the back-end development of the inaugural company website in preparation for the launch.
- Investigated, evaluated, and executed the structuring of customer data to enable personalized customization through the Shopify e-commerce platform. Leveraged Liquid, HTML, and JavaScript to dynamically adjust CSS files in response to back-end data.

TECHNICAL SKILLS

- **Programming languages:** C, C++, Java, HTML, CSS, JavaScript, TypeScript, Python
- **Frameworks:** Bootstrap, PySpark, Django, React, jQuery, Node.js
- **Tools:** Microsoft/Google Suite, Git, Figma, iPXE, RDP, Unix Shell, Jupyter Notebook, Visual Studio Code
- **Certifications:** Salesforce Platform App Builder, Salesforce Administration, Emerging Leaders

Personal Website

