

# 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

Graduated: **May 2023**

**GPA:** 4.00/4.00

**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

