Bryan Zen

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EDUCATION

Stony Brook University | Stony Brook, NY **August 2020 - May 2024**
Bachelor of Science in Information Systems, Systems and Network Administration
GPA: 3.12 of 4.00
Relevant Courses: Systems Administration, Network Administration, Project Management, Scripting Languages, Computer Networks, Cloud Computing, Data Structures, Object-Oriented Programming, User Interface Development, Fundamentals of Computer Security, Database Design and Practice, Fundamentals of Information Technology, Foundations of Computer Science

SKILLS

Programming Languages: Java, Python, SQL, Ruby, Bash, HTML
Operating Systems: Windows, Linux, Unix, MacOS
Technologies: Github, Wireshark, RDP, Zoom, Cisco VoIP, Cisco Meraki, NetAlly, Active Directory, Powershell, NumPy, Pandas, MS Access, MySQL, VMWare, Azure, AWS, Paging Gateway
Languages: English, Mandarin

WORK EXPERIENCE

Achievement First Public Charter Schools | Network IT Intern | Brooklyn, NY **June 2023 - Present**
- Manage user accounts, groups, and permissions using Active Directory and Windows 10 for employees and students, showcasing system administration and access control expertise.
- Support a network of 30+ charter schools, optimizing individual school performance by 30% post-site visits, reflecting strong capabilities in network infrastructure enhancement.
- Troubleshoot network infrastructure, Cisco VoIP phones, WAPs, and printers, demonstrating adeptness in network troubleshooting and infrastructure deployment.
- Deployed company laptops using PXE server, onboarded all NY staff, maintained a 100% success rate in software deployment, and ensured daily satisfaction of 20+ professional staff during NYC site visits, highlighting strong technical abilities.

Broadridge Financial Solutions | Professional Mentorship Extern | Stony Brook, NY **August 2023 - May 2024**
- Embarked on a mentorship journey under the guidance of a Product Owner at Broadridge Solutions and sought career coaching from the esteemed Diversity Professional Leadership Network, with a remarkable acceptance rate of 0.5%.
- Attained valuable industry knowledge in financial technologies, particularly in using AWS cloud services to provide cutting-edge solutions for clients and customers.
- Embraced the significance of being a valuable mentee and the art of perpetual learning, expanded my view of the professional world, and fostered a mindset of continuous personal and professional development.
- Achieved the "Rising Star Award" given to 1% of the graduating class.

Stony Brook University | Field IT Technician | Stony Brook, NY **September 2022 - May 2024**
- Spearheaded a 40+ member technical team, serving as the de facto liaison to 100+ professional staff, ensuring team engagement and cohesion.
- Provided expert technical support for over 10,500 undergraduate and graduate residents, establishing campus-wide connections through personalized assistance, while resolving 3-5 tickets daily at onsite locations.
- Implemented the TeamDynamix Service Management System and enhanced operational efficiency by 30% with adept troubleshooting and onsite ticket resolution.
- Led job fairs, oversaw recruitment processes, vetted interns, and engaged with 300+ prospective interns semesterly to ensure a skilled and cohesive technical team.
- Achieved the "User Experience Award" after 2 years of committed experience.

NYC Health + Hospitals | IT Support Intern | Queens, NY **June - August 2022**
- Deployed the MyChart EMR app utilizing the Epic EMR to 500+ patients and provided equitable IT support, increasing the Care Experience Department's engagement by 50% monthly, humanizing data by directly engaging with patients to understand their core needs and effectively communicating these needs to the hospital staff.
- Communicated and interacted with 30+ patients daily in multiple languages (English, Chinese, and other languages via translators) with a MyChart EMR app sign-up success rate of 70%. I directly engaged with patients to understand their core needs and effectively communicated these needs to the hospital staff.

- Spearheaded 20+ surveys daily and gathered feedback on patient satisfaction, taking appropriate actions to fulfill their needs by communicating findings to the hospital staff in weekly board meetings, achieving an increase of 100% in patient support through humanized data communication.

LEADERSHIP

Duck Bud Skateboards | Founder & CEO | Stony Brook, NY   **March 2022 - Present**
- Founded and spearheaded Duck Bud Skateboards, achieving a revenue of $7,000+ within the first year, demonstrating exceptional entrepreneurial acumen, and achieving a noteworthy profitability of 70%.
- Mentor and sponsor a community of 200+ student artists, videographers, musicians, and skateboarders, nurturing a culture of creativity and collaboration while providing financial support to 10% of the community.
- Design, market, and sell 100+ custom skateboards and 200+ pieces of apparel, leveraging Adobe Suite tools to create visually compelling products with a customer satisfaction rate of 100%.
- Orchestrate successful rock concerts, resulting in a 100% inventory sell-out through in-person sales, social media advertising, and strategic partnerships with local skate shops.

SBU Skate Club | President | Stony Brook, NY   **August 2023 - May 2024**
- Founded and presided over the inaugural Stony Brook Skate Club, building a community of 60+ members and reshaping the perception of skateboarding on campus, while generating weekly social media content to inspire culture and community.
- Organized and hosted over 20 skateboarding events, including concerts and workshops, drawing participation from diverse student groups and enhancing engagement with skate culture.
- Spearheaded the successful planning and execution of a skate park build project, democratically polling a student population of 8,900+, securing funding from Student Affairs, and enhancing recreational facilities for the university community.

PROJECTS & RESEARCH EXPERIENCE

BryanZen.com | Personal Project   **January 2022 - Present**
- Developed a fully functioning webpage with an HTML, Javascript, and CSS front-end to display my accomplishments.
- Configured Netlify, a cloud computing serverless backend service, to host my webpage.

Client TCP Socket | Computer Networks   **April 2023**
- Developed a client socket program that directly attaches the client socket to a remote address with bidirectional communication.
- Created a convenience function that derives the best address to let the user connect to a server.
- Integrated a customized echo protocol that receives incoming messages and echos them back to the sender.

Personal DNS Resolver | Computer Networks   **March 2023**
- Developed a recursive DNS resolver that continuously digs for an IP address associated with a domain name.
- Implemented the ability to search for canonical names as well as handle expected errors such as connection or parsing failure.

NYU Tandon School of Engineering | Lab Researcher | Brooklyn, NY   **June - August 2019**
- Demonstrated Python programming and computer science ethics skills at the ECE Machine Learning Lab under the Applied Research Innovations in Science and Engineering program, catering to a student body of 80 with an acceptance rate of 10%.
- Leveraged libraries Numpy and Pandas to train and test a self-driving car convolutional neural network model with synthetic data collected through the Udacity Self-Driving Car simulator, under the guidance of a Ph.D. mentor, igniting my passion for innovation and the professional application of scientific concepts.
- Presented the effectiveness of synthetic data in deep learning algorithms in an academic poster session attended by NYU Tandon professors, over 100 Ph.D. students, and professors, sponsored by Nvidia and The Pinkerton Foundation, enhancing my enthusiasm for showcasing innovative scientific concepts to a diverse audience.