

QI CHEN

Brooklyn, NYC | 901-462-4620 | qchen125@gmail.com

Professional Summary: Four years of programming experience. Ten years of customer service experience. Graduate from the University of Memphis with a Bachelor of Science in Computer Science.

Experience: **Product Engineer**, Dahua Technology USA Inc. , Irvine, CA; November 2015- current

- Update & Maintain Dahuawiki.com
- Wordpress Development for one of their subsidiary company
- Hardware testing/support including but not limited to NVRs, DVRs, IP Cameras, and Analog Cameras via salesforce.
- Worked with a team to improve the usage and information of their products on dahuawiki.
- Product and price analysis.

Research Assistant, University of Memphis Center for Information Assurance under Dr. Dasgupta; Memphis, TN, May 2015 – Present.

- Researched Authentication & add findings to Articulate Storyline.

Videogame Camp Teaching Assistant, University of Memphis Computer Science Department, Memphis, TN; June 2015.

- Teaching and helping high school students with an interest in Computer Science in the field of game development using Ren'Py.

Technical Assistant, University of Memphis Information Technology Systems Service Desk; Memphis, TN; May 2013 – May 2015.

- Assist users with troubleshooting UofM services including elearn, umdrive, portal, etc. via Helpdesk using SupportSuite.

Computer Science Learning Center Assistant, University of Memphis, Memphis CS Department, TN; September 2014 – May 2015

- Helping students with coursework and checking for coding errors.

Technical Skills: Java, Linux, C++, Python, Ren'Py, Ruby on rails, MySQL & others.

Languages: English and Mandarin Chinese.

Education: **Bachelor of Science in College of arts and sciences: Computer Science;** The University of Memphis, 3720 Alumni Avenue, Memphis, TN

Honors: Recipient of Hope Scholarship, Fall 2010-present; Dean's List.

Website: <https://github.com/swordwielder> . <https://qchen125.wixsite.com/portfolio>