JIMMY DUONG

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EDUCATION

MONMOUTH UNIVERSITY, West Long Branch, NJ
M.A., Software Engineering, GPA 3.54 — May 2020
B.A., Software Engineering, GPA 3.35, Minors in Computer Science and Mathematics — May 2019
Relevant Coursework, Introduction to Java I & II| Combinatorics and Graph Theory | Data Mining | Process of Engineering Software

EXPERIENCE

AMAZON CDW5, Carteret, NJ — May 2019 – Present
Process Assistant — May 2020 – November 2020; April 2021 - Present
- Launched the site starting at 10k per day to 250k+ during peak
- Trained 10+ Process Assistant (PA) and 5 Area Manager (AM) (Sites: LGA5, LDJ5, CDW5) in Inbound, Flow Control and the logistics of the operations correlated with Yard Management System; trained 3 ~ 5 associate per day in Inbound (if trainer is not available)
- Worked in Inbound and Outbound while low on PAs; made sure CDW8 get out on time or earlier communicating with Logistics while managing 10 ~ 20 associates at a time to finish inbound with the estimated time given
- Motivated and instructed 20+ associates in their daily tasks, rules and regulations, and any safety hazards
- Communicated with AMs, PAs, and Logistics on situations containing inbound, outbound, and miscellaneous loads

IT Coordinator, OpsTechIT — November 2020 – April 2021
- Tracked equipment onsite, log data in perspective locations, and prioritize trouble tickets on severity or availability
- Monitored and maintain equipment throughout shift, and electronic device and network management for CDW5, HEW1, and other various tasks for local IT sites
- Received approximately 10 - 15 local IT radio call for miscellaneous issues that need to be resolve immediately

MONMOUTH UNIVERSITY, West Long Branch, NJ — September 2015 – April 2020
Graduate Assistant — May 2019 – April 2020
- Trained lab assistants to properly handle equipment and fulfill day-to-day request from students, staff, faulty, and administrator
- Worked with Student Technology Assistant Program (STAP) to build a scanning system to efficiently keep track 100+ documentation of equipment usage throughout campus

Student Help Desk Technology Assistant — September 2015 – May 2019
- Assisted clients' needs effectively by being the first line of support and communicate with full-time technicians on complex issue
- Checked computer labs to keep 60+ computers at top performance for approximately 6,000+ students
- Ensured all lab equipment maintained pristine working conditions while documenting equipment failures

NEW JERSEY ADVOCATES FOR EDUCATION, South Orange, NJ — May 2018 – August 2018
Data Analyst
- Used various media platform and resources to gather data by cross-referencing known data with unknown data to locate alums
- Located approximately 80 alums out of 197 and spoke with to complete a survey, 117 out of 197 completed the survey

WORLDWIDE LOGISTICS Ltd, Paramus, NJ — July 2017 – January 2018
Customs Analyst Intern
- Assisted in the process of converting the company to paperless, and effectively streamlining over 1000 files a month
- Communicated through multiple departments to collect required documents for shipments to be cleared by US Customs
- Worked on various projects on an ad hoc basis with the ability to meet deadlines
- Coordinated a customer visibility project utilizing cloud-based software

BED BATH & BEYOND CORPORATE HEADQUARTERS, Union, NJ — June 2016 – August 2016
Data Operation Consultant
- Managed communication among multiple vendors and cross-functional product teams to resolve data issues and assisted product leaders in managing content selection, clean-up, and uploading images for BB&B website
- Used in-house software packages, Photoshop and Bridge to optimized image quality by reducing time and increased image turnover by 10%

LEADERSHIP

- **Fellow, America Needs You** (Summer 2016 – Spring 2018): Selected from an applicant pool of over 150 first-generation college students in New Jersey to serve in a 2-year career development and leadership training program
- **Leadership Institute for First-Year Transformation** (Fall 2016): Learning how to be more conscious and understanding that everyone is unique in their own ways

ADDITIONAL

- **Computer Skills:** Java, HTML, Adobe Photoshop, Foxit, Microsoft Word, Excel, PowerPoint, Adobe XD
- **Skills:** UX/UI Designer, Empathy
- **Languages:** Vietnamese, Cantonese
- **Personal Interests:** Tennis (Varsity), Chess, Checkers, Video Games