

Rowan Beng

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PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE NOC TECHNICIAN

Uniti Fiber | Mobile, AL | January 2024 - Current

- Respond to alerts, troubleshoot technical problems, and escalate issues as necessary.
- Collaborate with cross-functional teams to ensure timely resolution of network incidents.
- Provide excellent customer service by communicating effectively with clients and internal teams.
- Document and maintain accurate records of network events, actions taken, and resolutions.
- Respond to alerts, troubleshoot technical problems, and escalate issues as necessary.

PROGRAMMER ANALYST INTERN

Keesler Federal Credit Union | Biloxi, MS | May 2022 - November 2023

- Developed and delivered reports/dashboards for upper management using T-SQL, PowerBI, and Microsoft Report Builder/SSRS, enabling data-driven decision-making.
- Enhanced an ETL process by replacing an SSIS package with a Python script that would extract customer banking information from tab-separated text files, clean that data, and then load that data into a Microsoft SQL Server database.
- Programmed a Symitar PowerOn specfile to sanitize Personal Identifiable Information (PII) from test systems.
- Participated in Agile Scrum ceremonies such as Sprint Planning, Daily Scrum, Sprint Review, Sprint Retrospective, and Product Backlog Refinement before the team pivoted to Kanban.
- Recognized with the "Best Sprinter" award during a 2-week sprint after having great performance for assisting my team with their tasks and resolving multiple tickets.

RESEARCH ASSISTANT

University of South Alabama | Mobile, AL | August 2021 - May 2022

- Conducted comprehensive tests on computer chips, distinguishing counterfeit chips from authentic chips.
- Used an Elegoo Uno R3 to measure chip temperatures and to output that temperature info into an CSV file.
- Developed a Python script that would take input from an Excel sheet, then transformed that data into a test report.

PROJECTS

MEMBERSHIP MANAGEMENT PORTAL

University of South Alabama | Mobile, AL | Spring 2023

- Led a team of four undergraduate CS students by utilizing Agile methodologies to satisfy the client's needs.
- Designed and implemented a membership management portal using C#, MySQL, .NET framework, HTML, CSS, and JavaScript to replace the client's existing method of e-mailing a spreadsheet between managers.
- Implemented a secure authentication system using Microsoft Identity to protect member information and allow administrators to set privileges and create
- Conducted usability testing to identify user preferences and streamline user flow, leading to a product that met client expectations.

BADMINTON SPACE SIMULATION

University of South Alabama | Mobile, AL | Spring 2023

- Developed a 3D physics-based simulation of the sport badminton but in space.
- Implemented core functionalities such as menu systems, player actions, score tracking, and physics C# scripts within the Unity game engine.

EDUCATION

Bachelor of Computer Science | University of South Alabama, Mobile, Alabama

2019 - 2023

GPA: 3.56

- Graduated Cum Laude
- Awarded the School of Computing Service Award for excellent leadership.
- Served as President of the Video Game Development Club for the 2022-2023 academic year.

Relevant Coursework:

- Data Structures And Algorithms (C++)
- Secure Software Engineering (C/C++)

SKILLS

Programming: C++, C#, JavaScript, HTML, CSS, SQL, Python, .NET

Software: GitHub, UiPath, Unity, Pentaho, Tableau, Microsoft SQL Server Studio, Microsoft Report Builder, JIRA, Git, RPA, Automation, Google G-Suite, Microsoft Office, PowerBI

IDEs: Visual Studio, VS Code, Qt

Operating Systems: Windows, Linux (Kubuntu)