Justin Lu

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I am a dedicated Software Engineering student seeking QA Engineer opportunities in the software industry. I have a strong passion for mastering the principles of software design, development, and testing; I am eager to utilize my analytical mindset, technical expertise, and interpersonal skills to create a positive legacy in the development world.

WORK EXPERIENCE

Application Support Specialist   **Aug 2022 - Current**
Insight Global   *Atlanta, GA*
- Provide support and documentation for proprietary company applications (Atlis)
- Facilitate cross-application support within company applications by troubleshooting, researching, and connecting necessary teams for production errors and innovations
- Work closely with the developers and QA engineers to detect bugs, spikes, and research stories
- Work closely with new technologies to aid in the configuration of a large-scale company application through the directors and other members of upper management
- **Technologies**: SQL, MongoDB, elastic search, Incident Management, Microsoft SQL Server, Tableau, Kafka, JIRA, Slack

Service Desk Technician   **Feb 2022 - Aug 2022**
Insight Global   *Atlanta, GA*
- Recorded technical issues and requests, diagnosed and resolved problems, and escalated issues to appropriate teams
- Maintained a first-point-of-contact support system to aid end users with professionalism, timeliness, and accuracy
- Built out a system to adequately cater to the demands of the business, tailoring a workflow to manage high ticket counts and phone calls properly

Freelance Web Developer   **May 2020 - Aug 2020**
EqualJusticeStudios.com & Boycott1902.com   *Remote, FL*
- Facilitated the development of a creative director's website by delivering a customized solution that catered to the creator's distinctive vision and requirements
- Developed proficiencies with communication to better facilitate product delivery
- Learned how to create a website with a custom domain as well as SEO and optimization
- Created a personal workflow to maintain momentum during sprints

EDUCATION

Kennesaw State University
> Major: Bachelor of Science (B.S.) in Computer Science
> Selected Courses: User Interface Engineering, Computer Graphics & Multimedia, Software Architecture & Design, Cryptography, Software Testing & QA
> Senior Project: Task Scheduling in the Cloud

Hack Reactor, Full Stack Software Engineering Bootcamp
> Learned technologies: Javascript, HTML, CSS, MongoDB, React, Redux, Github

Georgia State University
> Majors: Bachelor of Science (B.S.) in Computer Science
> Bachelor of Business Administration in Accounting and Business/Management

Georgia Perimeter University
> Majors: Associate's degree in Business Administration and Management

SKILLS

Expertise: Troubleshooting, Time Management, Watch Modding, Photography
Languages: English, Mandarin Chinese (Limited Working Proficiency)
Programming Languages: Javascript, SQL, C++, Java, HTML
Technologies: SQL, NoSQL, MongoDB, Node.js, Vue.js, React, Jira, Agile Development, Lightroom