

Panya Ou

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RELEVANT EXPERIENCE

Tech Support Specialist

Lathrop, CA

Crosslink Tax Professionals

Jan 2024 – Present

- Assisted clients with software installations, network configurations, and tax-related applications, providing personalized support and troubleshooting to maintain seamless operations.
- Utilized ticketing systems and basic database tools to track, analyze, and resolve technical issues, collaborating with clients and internal teams as needed.
- Handled clients' sensitive and private information in strict compliance with confidentiality and data protection regulations, ensuring robust protection of financial and personal records.
- Monitored and analyzed support trends to proactively address recurring issues and prioritized high-impact incidents.

UNIVERSITY PROJECTS

Music Catalog (React, Node.js, CI/CD, Git, Webpack, RESTful API's)

Feb 2021

- Designed and deployed a high-performance web application using React and Node.js, leveraging CI/CD pipelines to streamline updates and efficiently manage a catalog of over 1,000 music assets.
- Applied Agile methodologies to manage a 5-member team, improving productivity and development cycle time by 20%.
- Developed and integrated an advanced search and filter functionality into the web app's music catalog, enabling seamless music discovery and organization, which enhanced user experience and drove a 15% increase in engagement.

Software Assessment (R, Python, AWS EC2, Regression Analysis)

Jan 2022

- Improved application performance by reducing response time by 30% through analyzing system metrics with benchmarking tools and optimizing resource allocation.
- Identified bottlenecks in applications by monitoring CPU, memory, and I/O usage, and implemented corrective measures such as refactoring code, and fine-tuning system configurations to improve performance and reliability.
- Automated performance monitoring and analysis using custom Python scripts, enabling real-time detection of resource bottlenecks and reducing troubleshooting time by 40%.

SQL Recipe Selector (Java, SQL, JDBC, Swing Framework)

Sept 2022

- Utilized JDBC to establish efficient connections between the application and the database, optimizing data operations and ensuring seamless performance.
- Designed a relational database schema in SQL to store user submissions, recipes, and search queries, ensuring data integrity and consistency.
- Built a responsive user interface using the Swing framework, enabling intuitive interactions for submitting, managing, and searching recipes.
- Improved application stability by incorporating robust error handling and input validation, reducing system downtime and enhancing user experience.

EDUCATION

California Polytechnic State University

San Luis Obispo, CA

Bachelor of Science in Computer Science

June 2023

Relevant Coursework: Data Analysis; Software Engineering; Operating Systems; Algorithms; Artificial Intelligence

ACTIVITIES

ESports Club

San Luis Obispo, CA

Committee Member

December 2019 – June 2022

- Organized gaming tournaments for League of Legends, Valorant, and Super Smash Bros., attracting 80+ attendees.
- Launched a Discord server to create an online hub for members, growing the community by 50%.
- Assisted in partnering with local gaming stores to sponsor prizes and secure event spaces, reducing club expenses by 20%.

ADDITIONAL

Programming Languages: Python | C++ | Java | JavaScript | CSS | HTML | SQL | R

Software/Platforms: Git | AWS | Office 365 | MySQL | MongoDB | MySQL Workbench | Figma | Heroku