CHERRY LAM

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EDUCATION

Columbia University Engineering Coding Boot Camp   **Manhattan, NY**
Full Stack Web Development   *Sept 2021*
Tech Stack: AJAX, APIs, Bootstrap, CSS, GIT, Heroku, HTML, JavaScript, jQuery, JSON, MySQL, MongoDB, MERN Stack, Node.js, React, Redux, RESTful API, Third-Party APIs

New York University, Tandon School of Engineering   **Manhattan, NY**
Bachelor of Science in Business & Technology Management, Concentrated in Finance   *May 2019*
GPA: 3.93/4.00

PROFESSIONAL EXPERIENCE

Memorial Sloan Kettering Cancer Center   **Manhattan, NY**
Information Technology Engineer   *Nov 2019 – Present*
- Spearhead team by currently successfully completing over 4000 tickets/repairs to increase the team's performance by 50%
- Service a multitude of different operating systems, over 500+ software, and hardware from computers to printers to mobile
- Construct over 50 cross-platform applications/projects for the hospital/team to enhance technical environment and workflow that features querying data and rendering it for display/utilization, database that stores all critical computer IDs and queried information from those computers
- Well-versed in communicating with a variety of different users ranging from doctors to administrators to vendors

Apple Inc.   **Brooklyn, NY**
Technical Specialist   *Oct 2017 – Jan 2020*
- Assessed customers' support needs by aligning and empathizing and provide complete solutions while navigating ambiguity
- Performed troubleshooting, diagnosis, and repair of Apple MacOS and iOS hardware and software for over 100 clients/week
- Mentored teammates on new products & strategies by providing constructive feedback and offering knowledge as a resource

ClassHook LLC   **Queens, NY**
Startup Intern   *May 2016 – Aug 2016*
- Built relationships with educators, schools, and colleges/universities by helping identify goals and creating strategies

PROJECTS

TradeCoin
Administrator & Developer
- An educational application that allows users to sign up and participate in paper-trading cryptocurrency with real-time data
- Features profile data history along with interactive time-series charts recorded and secured by an encrypted login
- Utilizes React, Redux, MongoDB, bcrypt, Bootstrap, Express, Apollo, and multiple built-in and third-party APIs
- https://trade-coin.herokuapp.com/

ABC Crypto
Administrator & Developer
- An educational application that offers users established resources on cryptocurrencies to learn about what they are, how to buy/sell, the latest news on them, and even allows the sharing of knowledge and resources within the community
- Features an encrypted login and sign-up to view profile and user activity history as well as commenting on resources
- Utilizes mySQL, jQuery, Bootstrap, and Sequelize ORM, and multiple built-in and third-party APIs
- https://abc-crypto.herokuapp.com/

Cryptoquip
Administrator & Developer
- Cryptoquip allows users to gather and compare information on the most well-known cryptocurrencies in the market and provide valuable insights on the current market data
- Features a user-customizable watchlist and a list of the 100 top-moving cryptocurrencies gathered with real-time data by utilizing the CoinGecko API
- https://c1am.github.io/Project01-Cryptoquip/

SKILLS & INTERESTS

Languages: Cantonese (Fluent), Mandarin (Proficient), Fuzhounese (Proficient)
Technical: MacOS, Windows, Linux, Microsoft Suite, POS Systems, Python, FullStack, Printer Troubleshooting, Remedy Ticketing System, ServiceNow Ticketing System
Interests: Handball, Biking, Hip-Hop/Pop Choreography, League of Legends, Singing, Valorant