

Preston Truong

Truong_preston@yahoo.com • (832)781-9683 • <https://www.linkedin.com/in/prestontruong1211/>

EDUCATION

College of Science & Engineering Technology, Sam Houston State University **December 2022**

Bachelor of Science in Computer Software Engineering Technology (GPA 3.83)

Relevant Courses: Data Mining, Data Structures and Algorithms, Digital System Design, Computer Architecture, Software Engineering, System Modeling and Simulation, Computer Graphics

Achievements: Summa Cum Laude; President's Honor Roll: Fall of 2019, Spring of 2020, Fall of 2020, Spring of 2021, Spring of 2022; Dean's List: Fall of 2018, Spring of 2019, Fall of 2021, Fall of 2022; Sam Scholar Merit Based Scholarship 2018-2021; Music Department Scholarship 2018-2022; Richard Cording Scholarship 2018-2019; Friend of Music Scholarship 2019-2020; CAM Office of the Dean Scholarship 2019-2020; Elliott T. Bowers Honors student

EXPERIENCE

EbryIT

Computer Technician

Houston, Texas

2023-Present

- Process, image, and install 1000+ new devices across different school districts and universities.
- Collaborate with clients using open communication to ensure 100% of projects are completed on time.
- Led team in optimizing systems to increase productivity by 67% in preparing devices to be sent out.

IT@Sam

Service Desk Technician

Huntsville, Texas

2022

- Advised 300+ clients through email, phone, and remote sessions in troubleshooting technical issues.
- Maintained a minimum amount of open tickets by resolving issues within first contact for 95% of tickets.
- Held a satisfaction rating of 4.8/5 through professionalism and resolving issues in a timely manner.

Cheddar's Scratch Kitchen

Server

Conroe, Texas

2021-2022

- Served 50-100 guests per shift while memorizing over 30 menu items for recommendations for the guest.
- Boosted efficiency by 35% by creating an inviting and open environment for teamwork and communication.
- Increased revenue by 15% through creating returning customers from personable service.

ACADEMIC PROJECTS

SHSU Esports Database

COSC 3318: Database Management Systems

Huntsville, Texas

May, 2021

- Compiled a database of Esports players in order to allow them to search one another using different criteria
- The front end was created using the Java Swing framework and the back end was created using MySQL.

Room Occupancy Counter

COSC 4340: Industrial Control Systems and PLC coding

Huntsville, Texas

December, 2021

- Utilized bluetooth modules to quantify the number of people in a room on a seven segment display.
- Incorporated Lasers connected to 2 RN-42 modules at each entry point while using C to process the data.

Kat Scan

COSC 4319: Software Engineering

Huntsville, Texas

December, 2022

- Developed a QR based attendance taking web application for use in classrooms by professors.
- NextJS was used for the front end framework and all data was stored using MySQL.

ADDITIONAL INFORMATION

Technical Proficiencies: Java, Javascript, Python, C, C++, ADA, SQL, HTML, CSS, Tailwind

Languages: English(Native), Vietnamese(Fluent)

Certifications: Microsoft Azure AI Fundamental

Websites: <https://ptsoftwareeng.com/>; <https://github.com/preston54>