

# Vivian Luu

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## EXPERIENCE

- 2021-02 – Present     **R.H. Tamlyn & Sons, Inc**  
*IT Associate*
- Troubleshoot and resolve end user issues in a timely manner.
  - Performed website maintenance using HTML/CSS, Javascript, PHP, and MySQL.
  - Utilized Microsoft SQL Server to manipulate database, backup, and create reports.
  - SAP Crystal Reports to create reports.
- 2020-06 – 2021-02     **CSAT Solutions**  
*Dell Whole Unit Repair Technician*
- Troubleshoot and repair Dell laptops with hardware and software issues.
  - Repaired minimum of 5 laptops that passed QC per day.
  - Managed tickets through FileMaker, ETS, Citrix, and RealTime.
- 2013-03 – 2020-06     **Fung's Kitchen**  
*Receptionist*
- Managed batch records, inventory, and customer transactions.
  - Ability to work in a fast environment.
  - Collaborated in developing catering software for Database Project.
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## PROJECTS

- 2018-08 - 2019-05     **University of Houston**  
*Restaurant Database System (Database Project)*
- Designed and created the framework for SQL database using Java and SQL.
  - Analyzed data to generate data flow diagrams and data relationships.
  - Created tailored software via the System Development Life Cycle methodology.
- Alliance Laboratories Database Application (Capstone Project)*
- Collaborated in a team to create a software database system using Ruby on Rails.
  - Created user manual for database application and document use cases.
  - Debugged and tested the database's function, trigger, and procedures.
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## EDUCATION

- 2017-08 – 2020-05     **University of Houston**     GPA: 3.5  
*Bachelor of Science, Computer Information Systems*
- 2015-08 – 2017-05     **Houston Community College**     GPA: 3.3  
*Associates of Arts, Computer Science*
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## SKILLS

- **Website Development:** HTML/CSS, PHP, MySQL, JavaScript, Bootstrap
- **Software/Database:** C++, Java, Microsoft SQL Server, Microsoft Office, Ruby on Rails, Windows, SAP Crystal Reports