

# Samuel Wong

LAB TECHNICIAN · ASPIRING SOFTWARE ENGINEER

San Francisco, California 94116

☎ (+1) 415-806-3781 | ✉ thesamwong@gmail.com@gmail.com | 🏠 www.samuelwong.xyz/ | 📺 requiem-of-zero | 🌐 samdubyoo

*“Champions are created in the thousands of hours in the training room when nobody is watching.”*

## Summary

Current Lab Technician at Google. I have more than 2 years of experience in hardware infrastructure management, including network troubleshooting and inventory optimization, to ensure high efficiency and stability in operations. My passion for programming and automation began when I wrote my first web automation script to test user authentication in Python. Since then, I have created numerous full-stack web applications using my coding boot camp experience shortly after immersing myself deeply in the programming world.

## Work Experience

### Google

San Jose, California

LAB TECHNICIAN

Aug. 2023 - Present

- Designed and installed custom lab test equipment to optimize network testing and troubleshooting processes, ensuring high efficiency in operations
- Managed complex wired networks, including DHCP and DNS configurations, to support seamless connectivity and robust network performance
- Methodically diagnosed and resolved device issues with wired and wireless networks, showing a comprehensive understanding of network architectures to maintain 95% test stability
- Streamlined inventory management processes to ensure accurate tracking and timely procurement of essential lab supplies and equipment
- Wrote shell scripts to allow cross-platform functionality for printing labels and improve team efficiency and productivity

### Credit Karma

San Francisco, California

IT SUPPORT INTERN

Feb. 2020 - Sep. 2021

- Triageed 95% of tickets without escalation before service level agreement to ensure exemplary customer satisfaction
- Troubleshoot 20+ new and trending user issues daily, applying critical thinking and a problem-solving mindset
- Managed inventory sheets of toner, licenses, machines, and peripherals, resulting in improved work efficiency
- Led contractor onboarding training every 2 weeks to ensure a smooth hiring process
- Utilized JAMF, Okta, and Jira to manage issues and provide access for users to ensure employees are granted access based on their role

## Project Experience

### Gjallarhorn

San Francisco, California

FULL STACK ENGINEER

2023

- Collaborated with stakeholders to understand business requirements and implemented real-time stock management to increase retail efficiency by 25%
- Innovatively designed and deployed an e-commerce storefront using a serverless framework, resulting in improved inventory management, faster checkout, and increased customer engagement
- Successfully integrated Stripe webhook with Contentful and server-side rendering to update real-time results of transactions, reducing manual work and ensuring accurate financial reporting

### Slapify

San Francisco, California

FOUNDER & SOFTWARE ENGINEER

2021

- Implemented RESTful API server for CRUD functionality for playlists, playlist-songs to provide personalized user interface
- Ensured user privacy through frontend and backend authentication measures, password encryption through bcrypt to decrease security vulnerabilities, and React Router for the implementation of authorized features
- Connected the Rails Active Record relational database to AWS S3 for media storage and organization while simultaneously reducing server load and maintaining content security with AWS IAM
- Utilized unidirectional state management of Redux to handle data for the current song and song queue directly

## Education

### Skyline College

San Bruno, California

A.S. IN COMPUTER SCIENCE

Jun. 2023 - Nov. 2025

- Remained a high GPA student enrolled as a Promise Scholar

## Extracurricular Activity

---

### App Academy

San Francisco, California

SOFTWARE ENGINEERING TRAINEE

Sep. 2020 – Jan. 2021

- Completed over 1,000 hours of hands-on training in full-stack web development, including JavaScript, React, Redux, Ruby on Rails, and SQL
- Built and deployed multiple full-stack applications using RESTful APIs, relational databases, and modern front-end frameworks
- Practiced agile methodologies including pair programming, daily standups, and iterative development in a remote team setting
- Strengthened debugging and problem-solving skills through daily algorithm challenges and code reviews

### Year Up

San Francisco, California

QA/IT TRAINEE

Jun. 2010 – Jun. 2017

- Developed foundational knowledge in IT support, including networking concepts such as Internet Protocol and core computer hardware components
- Refined professional communication skills through daily practice of business terminology and workplace interaction scenarios
- Strengthened problem-solving abilities by completing daily logic puzzles, followed by applying Python to introductory automation tasks leading up to a capstone automation project