

# Matthew Chang

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## Education

**University of Wisconsin-Madison** | Madison, WI

Expected graduation: May 2025

Bachelor of Science in Computer Sciences, certificate in Data Sciences

- GPA: 3.86
- College of Letters and Science Dean's List
- Relevant coursework: programming, data science programming, machine organization, computer engineering, data engineering, user interfaces.

## Experience

**Informational Technology Support Specialist**

March 2022 - Present

UW Madison, Division of Informational Technology | Madison, WI

- Conducted over 300 IT client support interactions through channels such as video conferencing platforms, remote access support software, network administration, VOIP, and emails.
- Provide technical support by troubleshooting problems, guiding clients through corrective steps, and ensuring customer satisfaction.
- Avoid legal challenges by monitoring compliance with service agreements.

**Bike Mechanic**

August - September 2023

BikeLab by Neutral | Champaign, IL

- Conferred with customers on services, inspected bicycles for necessary maintenance.
- Performed bicycle repairs, part replacements, tune-ups, and general maintenance.

**Private English Tutor**

2019 - 2021

Self-Employed | Taipei, Taiwan

- Assisted students' various needs such as occupational conversing, accents and pronunciation training, and exam preparation for standardized English tests such as TOEFL and IELTS.
- Improved students' learning experience by assessing student progress, determining goals with students, and developing tutoring plans.

## Projects

**Degree Audit Model for SHU Taiwan**

- A degree audit program written with Python that presents a student's academic progress in terms of credits.
- Utilizes Selenium to automate web scraping from the student's gradebook page on Chrome.
- Audit report presents the cumulative credit, credits earned classified by department requirements, degree requirements, electives, etc., and credits needed for graduation.

## Skills

**Programming Languages & Tools:** C, Java, Python, HTML, JavaScript, CSS, SQL, React, Git, GCP

**Interpersonal:** Customer service, teaching & training. Native proficiency in English and Mandarin