

Hetong Zhou

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Education

Temple University Philadelphia, PA
Bachelor of Business Administration in Management Information Systems Anticipated Graduation: May 2026

Drexel University Philadelphia, PA
Bachelor of Science in Computer Science Cumulative GPA: 3.34
Minor in Information Systems

Skill

Programming Language: Bash, CSS, HTML, Java, JavaScript, Python, SQL

Software Tools: Microsoft Word, Excel, PowerPoint

Operating Systems: Windows OS, macOS, Linux

Experience

Rhoads Philadelphia, PA
Information Technology Help Desk Co-Op September 2023 to October 2023

- Provided frontline helpdesk support to employees, serving as the initial point of contact for technical assistance via phone and email
- Configured and deployed end-user hardware and software, including computers, peripherals, and handheld devices, to ensure optimal functionality and user satisfaction
- Managed user accounts in Active Directory and Microsoft 365, ensuring accurate access permissions and security protocols were maintained

Exelon Berwyn, PA
New Business Engineer and Design Co-op September 2022 to March 2023

- Processed customers applications, generated work orders for Design Engineer
- Updated information in company database systems, and tracked hardcovers data in Excel Sheets
- Assisted engineer with large projects, budget with 1.9 million dollars, forecast, design and special projects

Mr.Wish Philadelphia, PA
Barista October 2019 to August 2022

- Prepared and served tea drinks that meet quality standards daily
- Served customers quickly and efficiently through phone, in-store, and online orders
- Trained new team members using positive reinforcement and encouragement

Drexel University, College of Arts and Sciences Philadelphia, PA
Teaching Assistant March 2022 to June 2022

- Managed 20-25 students through an intensive Mandarin Chinese class
 - Tutored students in listening, speaking, and reading skills in Mandarin Chinese
 - Provided individual tutorial session to reinforce and reviewed the content covered in class
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Technical Project

Drexel University, College of Computing and Informatics Philadelphia, PA
COVID-19 Tracker Project January 2022 to June 2022

- Designed and Develop a COVID-19 tracker website in HTML, JavaScript, CSS and Python with a four-person team in six months
- Followed Agile software development methodology to develop product in a manner to achieve efficiently and effectively
- Holded sprint retrospective meeting bi-weekly to brainstorm and plan how to improve the product overall effectiveness and quality