

# Tyler Mong

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## EDUCATION

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### Stockton University

Sept. 2022 – May 2026 (Expected)

*Bachelor of Science in Computer Science, GPA: 3.61*

*Galloway, NJ*

Relevant Coursework: *Data Structures and Algorithms I, II, Software Engineering, Web Application Engineering, Database Systems, Computer Networking Principles, Computer Organization, Foundations of Computer Science, Programming and Problem Solving I, II, Discrete Mathematics, Probability and Applied Statistics, Calculus I, II*

## EXPERIENCE

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### ITS Help Desk Technician

Mar. 2023 – Present

*Stockton University*

*Galloway, NJ*

- Provided technical support to end-users, resolving **95%** of IT issues on the first attempt, including hardware, software, and networking problems via phone, email, and in-person troubleshooting.
- Managed and documented **1,200+** support requests, enhancing issue tracking and resolution accuracy by streamlining workflows with **Active Directory, IMS, Confluence, WinPE, and Macrium Reflect.**
- Installed, configured, and maintained **250+** computer systems, ensuring **100% data integrity** with **NAS** and **RClone**-optimized backup solutions, reducing downtime and data loss risks.
- Partnered with ITS members to resolve complex technical issues, handling **50+ high-priority cases monthly** and enhancing user satisfaction by drafting IT policies and developing targeted training programs.

### Information Technology Assistant

July 2022 – Aug. 2022

*Atlantic County Institute of Technology*

*Mays Landing, NJ*

- Cataloged **500+** student **Chromebooks**, improving inventory accuracy through streamlined data management.
- Upgraded **20+** faculty computers to Windows 11 and replaced **100+** student computers, improving campus-wide functionality and user experience.
- Installed and configured touchscreen displays, SMART Boards, and integrated peripherals in **50+ classrooms**, enhancing classroom technology and improving teaching effectiveness.

## PROJECTS

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### HackrMap | *MERN (MongoDB/Express/React/Node.js), OpenAI API, GitHub REST API*

Oct. 2024 – Present

- Built an **AI-driven tool** to generate hackathon project roadmaps, handling a variety of user inputs, leveraging **OpenAI API** for data extraction and **GitHub REST API** for sourcing relevant open-source repositories.
- Enhanced form functionality and **API integration**, improving overall user experience by implementing **prompt guidelines** and optimizing **backend communication** for smoother interactions.
- Led debugging efforts for front-end, back-end, and APIs, ensuring a robust application and improving **response times by 50%** through bug resolution.

### The Pack | *Next.js, NestJS, PostgreSQL, Prisma*

Sept. 2024 – Dec. 2024

- Developed a **full-stack fitness app** for The Pack SSC, with **500+** projected users, integrating workout tracking, nutrition monitoring, and in-app messaging features tailored for clients, coaches, and admins.
- Optimized app functionality and user experience by designing role-based pages for clients, coaches, and admins, ensuring seamless navigation and **secure, tailored access.**
- Designed and implemented **database schemas** and **back-end logic** to support multi-role functionality, ensuring efficient data retrieval and seamless interaction between clients, coaches, and admins.

### Memory Manipulation Suite | *C++, Windows API*

July 2024 – Aug. 2024

- Developed a suite of C++ applications to provide hands-on experience in reading and writing memory, improving understanding of **memory management concepts.**
- Created a target program visualizing **objects and pointers**, enhancing users' comprehension of **memory structures** and improving **debugging efficiency.**
- Implemented read/write programs for **extracting and modifying data** at specified **memory addresses**, enhancing users' debugging speed and memory manipulation skills.

## TECHNICAL SKILLS

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**Languages:** Java, C++, Python, HTML, CSS, JavaScript, TypeScript, SQL, PostgreSQL

**Frameworks:** React, Next.js, Node.js, NestJS

**Tools:** Git, GitHub, Visual Studio, Visual Studio Code, IntelliJ, PyCharm, WebStorm

**Other:** CI/CD, Agile Software Development Lifecycle (SDLC), Scrum, Kanban, Atlassian Jira, Confluence, Trello