

# Donald Hui

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## Experience

### Stanford Health Care

Emeryville, CA

#### Associate Field Services Technician

Apr 2024 – Present

- Continue to deliver core IT field services across SHC locations, including installation, configuration, deployment, and maintenance of desktops, laptops, printers, scanners, and phones, ensuring device readiness and minimizing end-user downtime.
- Ensure asset management data (warranties, licenses, maintenance) is current across multiple systems to ensure accuracy and regulatory compliance.
- Execute hardware-refresh activities across multiple sites for end-user devices, coordinating with clinical and facilities teams to minimize disruption and ensure timely completion.
- Plan and implement routine software updates and security patches across devices and applications, supporting enterprise patch management standards and reducing vulnerability exposure.
- Build strong user relationships through proactive on-site support, timely ticket resolution, and thorough documentation of workflows to improve user experience and service quality.
- Support imaging and deployment workflows by following established procedures and contributing to runbooks; participate in periodic asset audits to improve data accuracy.

### Stanford Health Care (Contractor via Apex Systems)

Newark, CA

#### Field Services Technician

Dec 2023 – Apr 2024

- Manage all aspects of the IT equipment lifecycle, including overseeing the installation, configuration, deployment, and maintenance of desktops, laptops, printers, scanners, and related software.
- Utilize Microsoft Excel and the Configuration Manager console to maintain and monitor asset information such as warranties, licenses, and maintenance information.
- Monitor IT related issues across SHC field locations, optimizing support and providing escalated assistance to enhance the onsite employee experience.

### Genentech (Contractor via CyberCSI)

South San Francisco, CA

#### L2 Technology Analyst

Jan 2023 – Dec 2023

- Executed identical tasks as in previous role, leveraging established skills and experience to drive optimal company productivity.
- Contribute to the advancement of the IT department through active participation in various projects such as the internship redevelopment program and improvement of the IT Bar webpage.
- Leveraged a ticketing system to document and address a wide range of issues, updating resolution steps to our knowledge base.

### Genentech

South San Francisco, CA

#### IT Deskside Support Intern

Apr 2022 – Jan 2023

- Provide technical support and maintenance for a user base of 15000+ across various devices including Apple, PC, mobile, and printers by performing tasks such as backups, upgrades, recovery, and managing disk space to optimize device performance.
- Assist 15+ clients daily in analyzing, troubleshooting, and diagnosing hardware problems to minimize blockers.
- Update and implement improvements to the IT team's Queue Manager Bot to maximize the efficiency of the IT ticketing system using HTML and JavaScript.

### MiBolsillo Financial Technologies

Remote

#### Backend Developer – Contractor

Oct 2021 – Apr 2022

- Managed daily message generation and dispatching to MiBolsillo and Poupacerto users while maintaining its codebase.
- Led a team of 3 interns to develop and deploy Flask APIs for new customer-facing features within MiBolsillo App.
- Optimized the notification dispatching process through automation using Celery, RabbitMQ, AWS, and Docker.

#### Software Engineer Intern

Mar 2021 – Oct 2021

- Designed and developed an API Python script intended to provide the user with an accelerated savings plan.
- Devised an algorithm to determine savings targets within a defined timeframe by importing JSON financial data and computing category spending percentages.
- Wrote Python scripts to generate unique messages that are sent to notify users regarding their financial status.

## Cisco Systems

Software Engineer Intern

Milpitas, CA

Jun 2019 - Sep 2019

- Developed and maintained 5+ Selenium automation scripts to perform regression testing of Webex Client functionalities.
- Configured and managed Jenkins automated build jobs on functional testing scripts to ensure proper operation of Webex Meetings.
- Set up and monitored vCenter Servers containing 1000+ virtual machines through NagiosXI for optimized endpoint testing.
- Improved quality assurance testing efficiency by 200% by developing an automated testing system using REST API calls to detect and repair inactive virtual machines and endpoints.

## Projects

### YouToDo

- Created a task list Flask application allowing users to write and mark daily tasks after completion.
- Implemented OAuth log-in security, encrypting user authentication information using bcrypt.
- Developed a database schema design and used MongoDB database to store and manage user data.

### QA System

- Implemented a Python project designed to generate answers to questions based on a story's content using NLP techniques.
- Utilized NLTK libraries to learn the relationships between words by using a GloVe training model.
- Improved results of the QA system using Stanford NER, coreference information, dependency parses, constituency parses, and WordNet API.

## Education

### University of California, Santa Cruz

Santa Cruz, CA

B.S. Computer Science

Sep 2016 - Dec 2020

Coursework: Algorithms, Data Structures, Operating Systems, Web Applications, Database Systems, C++ and Python Programming, Natural Language Processing, Computer System Design, Programming Languages

## Skills

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

**Technologies:** NPM, Flask, MongoDB, Vue, Node, Unix, Linux, py4web, Celery, RabbitMQ, Docker, AWS, Jenkins, MySQL, PostgreSQL, Core NLP, NLTK, BERT, Pintos, Postman, Jupyter Notebook, React, React Native, Ansible, REST API, Bash, NagiosXI, Selenium, Heroku, Firebase, Prettier, XML Android Studio, Jira, Confluence

**Project Management Methods:** Agile Software Development, Scrum