

HARRY H. TRAN

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EDUCATION

Master of Science, Computer Science

In Progress

Georgia Institute of Technology

Bachelor of Applied Science, Applied Computing

May 2026

University of Arizona

Coursework: Data Analysis & Visualization, Object-Oriented Programming and Design, Web Programming, Systems Programming in C, Unix, Mobile Device Programming, Artificial Intelligence

TECHNICAL PROJECTS

Clay Shooting Performance Tracker | *Senior Capstone*

Engineered a native Android Application for recording sessions and tracking performance history in competitive shotgun shooting disciplines (Skeet, Trap, Sporting Clays)

- **Engineering:** Architected a local data layer using **Room Persistence (SQLite)** and managed state transitions via **MVVM pattern** and **StateFlow**.
- **Implementation:** Developed a modern **declarative UI** with **Jetpack compose**, ensuring a **decoupled** and testable codebase.

Competitive Shooting Course Planner | *Artificial Intelligence*

Developed a search-based intelligent agent to solve engagement sequencing and pathfinding within a **weighted graph** environment.

- **Engineering:** Implemented and optimized **A* Search** and **Greedy Best-First Algorithms**, utilizing **admissible heuristics** to minimize path costs.
- **Implementation:** Conducted a formal **complexity analysis (Big O)** of frontier growth and algorithmic efficiency in time-sensitive decision-making.

Modular Contact Management System | *Object-Oriented Programming & Design*

Engineered a C# management system emphasizing extensible architecture and relational data interactions.

- **Engineering:** Adhered to **SOLID principles**, specifically **Single Responsibility** and implemented a formal **MVC architecture**.
- **Implementation:** Managed backend communication via **ODBC drivers** and utilized **delegates** for modular data validation and search.

Socioeconomic Correlation Pipeline | *Data Analysis & Visualization*

Built an end-to-end data science pipeline to analyze the relationship between socioeconomic variables and public health outcomes.

- **Engineering:** Executed a full **Exploratory Data Analysis** workflow, including **data normalization**, cleaning and **multivariate statistical modeling**.
- **Implementation:** Utilized **Python (NumPy, Pandas, Matplotlib)** to derive **Pearson correlation coefficients** and generate statistical visualizations.

EMPLOYMENT

Technical Support Engineer

Aug 2022 – Jan 2023

Pyramid Consulting – Remote – Santa Clara, CA

Software Support:

- Provided technical support for ServiceNow IT software
- Responsible for managing and resolving customer software issues
- Handled first response, troubleshooting issue and escalating to proper teams if necessary
- Documented solutions for both internal and external stakeholders through ServiceNow's Knowledge Management software

Product Support Engineer

Dec 2020 – Jun 2022

Quantum Metric – Remote – El Segundo, CA

Software Support:

- Triageed and managed support issues for Quantum Metric's data analytics software and web platform
- Utilized HTML, CSS, and JavaScript to troubleshoot front-end software integration
- Used SQL in MariaDB and Google Big Query to investigate data issues, and run ad-hoc data analysis
- Collaborated with enterprise customers and internal stakeholders to resolve issues
- Documented solutions for both internal and external stakeholders through Salesforce and Confluence
- Supported Platform Engineering by prioritizing issue queue and validating fixes
- Worked with Customer Success teams to ensure proper configuration and deployment of platform
- Attended customer meetings to provide ticket status reviews and updates

IT Manager

Jan 2019 – Sept 2019

IT Problem Solver, Inc. – Ladera Ranch, CA

Web Development:

- Coordinated and managed off-shore development teams, working in an agile framework
- Worked with Microsoft Stack: IIS for web server, C# & MSSQL for backend, and JsViews for frontend
- Supported the development teams by assisting in front-end code refactoring
- Collaborated with clients to specify desired outcomes and product configurations
- Managed client data and complex menu configurations for 50+ locations
- Facilitated accelerated data-entry through scripting with Python
- Built custom marketing page for client within WordPress utilizing HTML, CSS, PHP, and MySQL

Managed IT:

- Provided remote and onsite IT support for a variety of companies in Southern California
- Maintained Cloud and local Back-Up plans
- Managed Active Directory for clients on local domain controllers and Office 365 servers
- Set-Up and deployed servers, workstations, network devices and other hardware for clients

IT Support Analyst

Dec 2017 – Dec 2018

CNS Computer Network Support and Services – Burbank, CA

- Field incoming Help Desk requests from end users via telephone and email
- Used Help Desk ticketing system to record, track and document support requests
- Prepared and configured new desktops and laptops by installing OS, updates, and software
- Worked with Senior Network Engineer and Senior Systems Engineer to resolve complex issues