

Kelly Lai

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EDUCATION

Hunter College

Bachelors of Arts in Media Studies and minor in Computer Science

Expected May 2022

GPA 3.7/4.0

WORK EXPERIENCE

ActionIQ

Software Engineering Intern

New York, NY

January 2020

- Collaborated with a team of 4 interns to analyze how ActionIQ's clients use their platform given 5 data frames
- Parsed input data and utilized python libraries (Pandas, Matplotlib) to sort, organize, and visualize the data on Jupyter Notebook
- Demonstrated our findings, including the trends of their clients' self-sufficiency and unused clutter that suggests further improvement to the platform, to over 20 ActionIQ employees

New York City Department of Health and Mental Hygiene

Information Technology Intern

New York, NY

July 2019 – August 2019

- Supported Imaging Center in re-imaging and installing software updates for over 300 desktops, laptops, tablets deployed by the department
- Performed troubleshooting and successfully repaired desktops, laptops, and tablets
- Created documentation using Microsoft Excel on the proper use of USB imaging devices on IT infrastructure
- Recorded quarterly audits on over 300 hardware components received and disbursed at the Imaging Center
- Assigned as a team leader with a group of 3 interns to address technical support issues at various citywide sites

Bloomberg, LP

Software Engineering Intern

New York, NY

January 2019

- Coordinated with a team of 4 interns to create an interactive webpage for Engineering interview candidates
- Utilized Bootstrap| HTML| CSS| JavaScript to create the web-page design, allowing a seamless user experience
- Implemented slideshow gallery and quiz features to maximize user interaction with the webpage and retrieved user's feedback through the usage of Google Forms
- Presented final project to over 30 Bloomberg employees, including team managers

Culinary Agents

Data Intern

New York, NY

July 2017 - August 2017

- Conducted analytical research on requested restaurants and compiled information about each restaurant and its online CulinaryAgents Profile
- Maintained strict client privacy by concealing imported personal information for over 400 resumes

HONORS & ACTIVITIES

- Dean's List
- [Codepath Cybersecurity Certificate](#)
- National Honors Society, *Member*

Fall 2018 - Present

May 2021

September 2016 - June 2018

SKILLS

Computer: HTML/CSS/JavaScript/C++/Python/Cybersecurity, Microsoft Office Suite, Adobe Creative Cloud
Language: Fluent in English, Conversational in Chinese (Cantonese and Mandarin)