May Jiang

Contact Info

https://www.mayjiang.com/automation
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Education

Medical Illustration BFA

Rochester Institute of Technology

GPA: 3.82

Related Courses

Computational Problem Solving, Computer Science I & II, Intro to Software Engineering

Skills

Coding Languages

AppleScript, Python, HTML, CSS, TypeScript, Java, JavaScript, JSON

Software/Systems

DeskPro, Slack, AWS Deadline, FileMaker Pro, Visual Studio Code, GitHub, TrueNAS Core, Microsoft 365, JAMF, Window and Mac Hardware

Side Project

Hope Center Website

A website that helps the Hope Center keep track of volunteers and donations to various needs

Labeler Script

A JavaScript script that automates the creation of labels in Adobe Illustrator for scientific illustrations

Home Render Farm

A local AWS Deadline render farm to assist in rendering personal project

Work Experience

Spectrum

Regional Operations Center I | Oct 2024 – Current

- 24/7 incident management of spectrum's HFC network
- Dispatching maintenance tech to outages and/or impairments
- Assist other departments in day-to-day operations

Baylor College of Medicine

Technical Artist & Developer | Mar 2024 – May 2024

Student Helper | May 2023 – Aug 2023

- Develop an image database with FileMaker Pro to assist researchers in Ray's lab with image file organization
- Automate database entry with AppleScript and Terminal
- Create internal documentation and training videos about the database and related scripts usage
- Illustrate new figures and animations for researchers

RIT's CADTech Department

Junior System Administrator | Aug 2023 – May 2024

CADTech Lab Worker | Jul 2022 – Aug 2023

- Provide tier 1 and 2 system support to the student, faculty, and staff at RIT's College of Art and Design
- Monitor internal IT ticket system and resolve end-user issues in a timely manner
- Maintain operational status of workstation, laptops, phones, tablets, and other peripherals within the college
- Imagine computers for special events and standard labs
- Assist in infrastructure upgrades, analysis, and asset
- Diagnose, document, and repair issues with hardware, printers, Mac OS, Windows, JAMF, Adobe software, 3d applications, and other software used by the college
- Create Python and AppleScript scripts for data collection and formatting for undergrad computer lab display to help improve ticket response times

Lead Render Wrangler | May 2023 – Dec 2023

Render Wrangler | Oct 2020 – May 2023

- Manage the RIT render farm and assist in troubleshooting issues relating to rendering
- Documentation and creation of an internal help article about local rendering following the removal of the RIT render farm
- Assist other render wranglers with issues relating to setup, creation, and maintenance of AWS Deadline