

Amanda Ngo

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EDUCATION

University of Memphis | Memphis, TN

December 2025

Bachelor of Science, Computer Science

GPA: 3.58

Dean's List: Fall 2022, Fall 2023, Spring 2025

Honor's College

RELEVANT COURSES: Discrete Structures, Object-Oriented Programming, Data Structures, Computer Organization and Architecture, Database Process and Design, Design/Analysis Algorithms, Programming in C/C++, Operating Systems, Software Engineering, Probability and Statistics, Digital Forensics, Networks/Information Assurance, Computer Science Capstone, Web Design and Development

TECHNICAL SKILLS:

Programming Languages: Python, JavaScript, SQL, Ruby on Rails, C/C++, HTML/CSS

Frameworks & Tools: Django, GitHub, Linux Command Line (Z shell), React, Node

Cybersecurity & Forensics: Disk & Memory Imaging, Network Forensics

Office Software: Microsoft Office Suite, Google Docs, Google Sheets, Keynote

PROJECT EXPERIENCE:

Computer Science Capstone – Teen Money Box

Financial literacy program helping teens manage and save money.

- Developed program features and managed code via GitHub using pull requests and merge requests.
- Presented project outcomes to faculty and peers through a capstone showcase, strengthening presentation skills.
- Collaborated with team members to design and implement user-friendly financial learning tools.

Programming in C/C++ – To-Do List Application

Functional application with GUI for task management..

- Implemented add, edit, delete, and completion features using C/C++ and a graphical user interface library.
- Designed an interactive, user-friendly interface to enhance usability.

Networks/Information Assurance – Multi-Client Chat System

Client-server chat system enabling real-time communication.

- Built in Python using socket, threading, select, time, re, and os libraries.
- Implemented features including client identification, message deletion, replying, search, and temporary self-deleting messages.
- Handled client disconnections cleanly and maintained a lightweight terminal-based interface.

WORK EXPERIENCE:

Care Advisor I | Ting Internet - UMRF Ventures, Inc. August 2025 - Current

- Delivered frontline support for residential fiber customers, resolving billing, sign-up, and service inquiries with empathy and efficiency.
- Processed payments, applied billing corrections, and coordinated service orders and installation appointments.
- Helped customers access and use self-service tools, reducing repeat support needs.
- Accurately documented interactions in CRM systems and escalated complex cases for timely resolution.

Computer Science Department | University of Memphis January 2025 – Current
Teacher Assistant

- Led weekly lab sessions for Object-Oriented Programming, guiding students through programming exercises and debugging strategies.
- Graded assignments with accuracy and fairness while providing constructive feedback to support consistent evaluation and improve student performance.
- Proctored quizzes and exams in a secure and distraction-free environment.
- Entered grades promptly and confidentially to support smooth end-of-term reporting.
- Collaborated with the instructor to uphold consistency in the grading system and addressed student concerns.
- Maintained organized grade-tracking spreadsheets to streamline calculations and improve accuracy.

Office of Undergraduate Admissions and Orientation | University of Memphis

Desk Assistant August 2023 – Current

- Communicated clearly with students, parents, and staff.
- Built a positive relationships to support a welcoming environment.

Orientation Guide November 2022 – August 2023

- Gained key skills to support new students in their transition to university life.
- Built strong team relationships to promote a positive, collaborative environment.
- Promoted school spirit and inclusivity to support student growth and engagement.

CAMPUS INVOLVEMENT

Anime and Gaming Association | University of Memphis January 2025 - Current
Treasurer

- Managed the organization's budget, tracking income and expenses to ensure financial stability.
- Oversaw fundraising activities, monitoring revenue and ensuring proper allocation of funds.
- Maintained accurate records of all transactions and coordinated with university finance offices as needed.
- Implemented cost-saving measures and advised leadership on strategic financial decisions.