

Yen Hsieh Hsu, MS

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PORTFOLIO: [HTTPS://WWW.SIEYAN.COM](https://www.sieyan.com)

SKILLS

- **Web & Programming:** HTML/CSS, WordPress, C#, ASP.NET, Bootstrap, Python, SQL, Web Hosting
- **Software & Tools:** Office 365 (Word, Excel, PowerPoint, SharePoint, Visio), LucidChart, Visual Studio
- **Design & Multimedia:** Adobe (Dreamweaver, InDesign, Photoshop, Premiere Pro)
- **Data Analysis & Reporting:** R, SPSS, Power BI, Google Analytics, SAS Viya
- **Other Skills:** Public Speaking, Problem-Solving, Team Collaboration, Requirements Gathering, Agile/SCRUM Methodology

PROFESSIONAL EXPERIENCE

University of Louisville Department of Medicine

Oct 2024 – Present

IT Support Analyst II

- Serve as the lead technician for troubleshooting desktop, network, and other technical issues for the Department of Medicine.
- Configure, implement, analyze, and support servers, workstations, and network devices, ensuring optimal system performance.
- Manage the acquisition and maintenance of IT equipment, providing support to over 200 faculty, staff, and trainees.
- Administer user accounts, file shares, and permissions, ensuring secure access and data encryption for sensitive research projects.

University of Louisville College of Business

Aug 2022 – Aug 2024

IT Assistant

- Decreased ticket resolution times while providing exceptional technical support, and ensuring timely software/hardware installation, setup, and troubleshooting.
- Improved methods to support A/V equipment and reduce related support calls.
- Subject matter expert in handling VMware, printer, and other technical assistance.
- Recruited and facilitated onboarding for 3 student workers, offering training to increase productivity.
- Supported other critical projects, including setting up event space equipment, proofreading lecture captions, and handling item documentation, receiving the best possible performance reviews.

Atria Management Company

Jan 2023 – May 2023

PR & Corporate Communications Intern

- Gained expertise in various productivity and analysis tools while managing communication platforms and events in a fast paced, deadline-driven environment.
- Built and maintained extensive media and contact lists, and optimized creative workflows and media releases with practices that were recognized and applied to multiple projects.
- Managed omni-channel communication programs, creating impactful content for diverse audiences, including employees, residents, and families.
- Reduced the required work hours by streamlining social media engagement and responses.

EDUCATION

University of Louisville, MS, Business Analytics (GPA: 4.0)

- Awards/Honors: Dean's Citation Award, Predictive analytics class – case competition runner up

University of Louisville, BSBA, Computer Information Systems/BS, Communications (cGPA: 3.82)

- CIS Program Track: Cybersecurity, Web Development, Business Process Management
- Awards/Honors: High Honors/Magna Cum Laude

Additional Education: Office: Microsoft Office Specialist: Excel Associate (Certification), Google Analytics 4 (Certification), TradeDesk Marketing Foundations (Certification)

LANGUAGES

English, Chinese-Mandarin (Conversational), Spanish (Conversational)