

Charlene Tran

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EDUCATION

California State University of Long Beach

August 2021 - December 2024

B.S. in Computer Science | GPA: 3.8/4.0

Honors: Magna Cum Laude, President's Certificate of High Scholastic Achievement

Relevant Courses: Software Development Life Cycle, Software Development/Management, Machine Learning, AI, Cybersecurity, Database Fundamentals, Object Oriented Application, Operating Systems, Data Structures, Algorithms

TECHNICAL SKILLS

Programming Languages: Python | C# | Java | C++ | JavaScript | SQL | HTML | CSS

Databases: Microsoft SQL Server | PostgreSQL | MySQL | MongoDB | Supabase | Oracle

Frameworks/Tools: Selenium | .NET | ASP .NET Core | React | React Native | Flask | Django | Azure | AWS | Git | Jira | Node | VMware | Windows/IOS | Linux | SSMS | MS Defender | Active Directory | Microsoft Suite | Salesforce | Freshdesk | Sharepoint

EXPERIENCE

QA Engineer | Extron

October 2025 - Current

- Contribute to QA testing of hardware, firmware, and APIs by creating and executing test cases, debugging issues, and collaborating with developers in Agile teams, while supporting automation and scripting with Python and C# to ensure high-quality product releases.

Support Technician | LCPtracker

March 2025 - October 2025

- Provided technical support for the company's cloud-based SaaS platform by diagnosing and resolving software issues using system admin tools to replicate user sessions.
- Wrote detailed bug reports with reproduction steps, screenshots, console log videos, environment details, and stakeholder insights using QA best practices.
- Analyzed reported issues, identified recurring patterns, and collaborated cross-functionally with internal teams and external contractors to enhance platform performance and meet business needs.
- Managed customer interactions through Salesforce, Freshdesk and multiple web applications, ensuring accurate documentation and timely resolutions.

Information Security Student Assistant | California State University, Long Beach

June 2024 - January 2025

- Conducted third-party risk assessments and documented Standard Operating Procedures (SOPs) to support compliance and improve team efficiency.
- Created and executed installation scripts to automate system configuration and improve deployment efficiency.
- Improved IT security by testing group policies in VMware, identifying system vulnerabilities, and strengthening Active Directory monitoring to support cybersecurity compliance.
- Generated statistical reports using Excel to analyze ticket trends and user data for informed decision-making.
- Utilized Microsoft Office Suite and Sharepoint to support documentation, reporting, and team collaboration.

Application Developer Intern | BearClaw Gaming

September 2024 - January 2025

- Developed a React Native tournament dashboard, closely following Figma design and ensuring responsiveness.
- Built and maintained C# APIs and controllers, adhering to SOLID principles and industry best practices to ensure scalable, maintainable backend architecture.
- Designed MySQL database schemas, wrote complex queries for data retrieval and business logic.

CERTIFICATIONS

ISTQB Certified Tester – Foundation Level

2025