

Phone Hseng

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EDUCATION

B.S. in Computer Science.

Virginia Tech

Aug 2026 – May 2028

Blacksburg, VA

Relevant Coursework: Software Design and Data Structures, Intro to Software Design, Intro to Problem Solving in CS, Intro to Computer Organization I, Foundations of Engineering Practice, Calculus I, Calculus II

EXPERIENCE

Service Technician

Micro Center

Apr 2026 – Aug 2026

Fairfax, VA

- Diagnosed and repaired customer gaming PCs, laptops, and Apple devices, performing board-level diagnostics, hardware/software testing, game performance and stability testing, and GPU/driver troubleshooting
- Resolved 12+ repair tickets per day end-to-end, from intake and diagnosis through repair, testing, and customer handoff
- Earned vendor-authorized repair certifications from Apple, HP, Dell, Lenovo (NGSP/DOA), and ASUS
- Advised customers on hardware upgrades, component compatibility, and custom system builds

Customer Service Representative

Micro Center

Aug 2025 – Apr 2026

Fairfax, VA

- Processed 20+ transactions per hour (chain average: 16.5) while maintaining a 91% customer capture rate across PC components, prebuilt systems, and peripherals
- Ranked in the top 100 warranty sellers chainwide, attaching service plans on 13% of transactions vs. a 6.8% chain average and generating \$5.03 in plan revenue per customer (chain average: \$2.70)
- Scored 100/100 in every measured customer satisfaction category (greeting, welcome, transaction efficiency, thank-you), above chain averages of 90-95
- Received the store's GEAR Award (Employee of the Month) for December 2025; promoted to Service Technician in April 2026

Member Services Representative

Planet Fitness

Oct 2024 – Aug 2025

Chantilly, VA

- Handled front-desk operations including member check-in, enrollment, billing transactions, and cancellations
- Resolved member account and billing questions in person and by phone, escalating issues to club management when needed
- Maintained cleanliness and upkeep of workout floors, locker rooms, and equipment areas throughout each shift

PROJECTS

Legend of Wildmoor

<https://github.com/phonehseng/project-game>

3D Open-World Browser Game

- Built a 3D open-world browser game in JavaScript with Three.js, featuring procedural world generation, quest and progression systems, boss encounters, and a save/load persistence layer
- Implemented serverless peer-to-peer multiplayer with join-by-code sessions, synchronizing boss fights across players while keeping each player's quests and stats independent
- Used Claude Code as an AI pair-programming tool across a solo project, maintaining independent code review, automated smoke tests, and version-tracked release notes to catch regressions in AI-generated code

Horror Game Bot

- Built an automated bot that plays Five Nights at Freddy's, using OpenCV for real-time screen monitoring and power-efficient decision logic

Zelda-style Game

- Built a retro Zelda-style mini-game with tile-based collision detection and multi-room puzzles

SKILLS

Languages: Python, JavaScript, C, C++

Technologies: Three.js, WebGL, OpenCV, Unity, Linux (Ubuntu), Docker, home networking

Tools: Git, Claude Code, Visual Studio, PyCharm, Microsoft Office, Astrea Alliance

Hardware: Diagnostics and repair of custom PCs, laptops, iPhones, and MacBooks, component compatibility and system builds

Certifications: Apple, HP, Dell, Lenovo (NGSP/DOA), and ASUS authorized repair, CPR