Haiyao Ni

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EDUCATION

University of New Hampshire (UNH) - Durham, NH, USA   **2015 - 2020**

Majors: *Bachelor Science in Computer Science*

        Bachelor Science in Business Administration, Management

WORK EXPERIENCE

Richtech Robotics ‑ Las Vegas, NV, USA

Robotic Technician / Technical Support Specialist   **April 2021 - Oct 2023**

- *Installation of Android-software-based food service and cleaning robots across the USA Mainland*
- *Finished 35+ Installations of Android-software-based service robots for applicants including casinos, restaurants, hotels, hospitals, shopping malls, senior living, factories, and office buildings*
- *Inspecting, troubleshooting, and repairing service robots for clients remotely and on-site*
- *Testing and maintaining service robots for company industrial automation purposes*
- *Created robots schematics and robots technical manuals*
- *Programmed robots and performed troubleshooting to identify solutions when robots malfunctioned.*
- *Built and utilized APIs with Swagger UI and Open API Specification with dual arm service robots.*
- *Built and utilized Swagger UI and SQL database for dual arm service robots*
- *Built and presented at trade show and convention booths including CES, Leading Age, etc.*
- *Collaborated with engineers to integrate robotic systems into customers commercial environments*
- *Calibrated sensors, actuators, and controllers to ensure accurate operation and optimal performance*
- *Used programming languages, robotic teaching pendants, robotic simulation software with integrated computer graphics functions to configure robots for specific movements and applications*
- *Conducted regular quality checks to verify that robotic systems meet performance standards and specifications*

Richtech System ‑ Las Vegas, NV, USA

IT Support / Technical Support Specialist   **April 2021 - Oct 2023**

- *Set up AI temperature screening systems and integration for different access control systems.*
- *Worked remote and in-person technical support for a diverse group of clients, resolving software, hardware, and network issues with setup AI temperature screening systems.*
- *Conducted system backups and data recovery operations and firmware/software upgrades for clients, ensuring data integrity and continuity to ensure successful robotic system operations at clients' site.*
- *Diagnosed and resolved common network issues, including IP conflicts and wireless connectivity*
- *Delivered technical support and training for end-users, improving devices' productivity/performance.*
- *Electronic turnstile gates quality assurance control, setup and inspection*
- *Interactive floor projection system quality assurance control, setup, troubleshooting, and repair*
- *Solved customer technical issues through Zendesk support and Zendesk ticket chat.*
- *Developed and maintained company's internal IT policy documents*
- *Increased devices reliability by implementing proactive maintenance schedules and software updates*
- *Developed a comprehensive user guide for commercial robots and common technical issues.*

RELATED ACADEMIC EXPERIENCE

Android Software Design   **Spring 2018**
- *Designed and implemented an Android game application for a server and multiple clients side*
- *Created and Evaluated a software-testing plan for server and client side*
- *Applied different software design patterns and code refactoring*
- *Created user-case, design class and UML sequence diagrams for the Android game application*

Machine Learning Project   **Spring 2019**
- *Analyzed and predicted variable data points from Magnetospheric Multiscale Satellites dataset*
- *Analyzed selected data in the training set to find possible ML methods that could be used*
- *Applied different machine learning models on MMS dataset to find the right method*
- *Implemented executable code on validation set to confirm prediction quality*

SENIOR DESIGN PROJECT   **2019 – 2020**

Data Science for Storm Events
- *Cleaned and normalized datasets for ten different sites across New England region*
- *Used machine learning models to analyze historical datasets for prediction quality*
- *Found a relationship between the flow rate and storm events and researching its effect*
- *Researched when watersheds return to their natural state to help agriculture and life science researchers*

RELATED ACADEMIC COURSE WORK

- Calculus I & II
- Java Object-oriented Development
- Data Structure and Algorithms
- Assembly Language Programming
- Android Software Development
- Computer/Machine Organization
- Software/Computer Security
- Engineering Statistics
- Computer Graphics
- Senior Design Project
- Data Science/Machine Learning
- Operating System
- Database Systems
- The Theory of Computation
- Digital System
- Management of Information System
- Mathematical Proof
- Differential Equations w/ Linear Algebra
- Financial Accounting
- Managerial Accounting
- Marketing
- Macroeconomics
- Microeconomics
- Organization Behavior
- Intermediate Financial Accounting
- Costing Accounting
- Financial Management
- US Federal Incoming Taxation
- Entrepreneurship Management
- Business Statistics
- Strategic Management
- US Business Law
- Organizational Leadership/Structure
- Professional/Technical Writing
- Bionics
- Quantitative Decision-Making

TECHNICAL SKILLS

- Java Programming
- C/C++ Programming
- Assembly Programming
- Android Software Design
- NI Multisim and Logisim
- UML Diagram
- R/Python Programming
- Scala Programming
- SQL/Database Design
- Tableau
- CSS/HTML
- JavaScript
- Microsoft Excel/Access
- Haskell Programming

LANGUAGES

- German - *(B2) working proficiency*
- English - *full working proficiency*
- Chinese - *native proficiency*
- Russian - *basic proficiency*

CAMPUS INVOLVEMENT

UNH Student Activity Fee Committee ‑ **Durham, NH**   **2015 -2016**

- *Oversaw 1.2 million dollars Student Activity Fee annual budget*
- *Implemented assistance in financial and programming matters for members and client organizations*

UNH Student Senate ‐ **Durham, NH**   **2015 - 2017**