Po-Hui Lin

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EDUCATION

MS, Artificial Intelligence — Oregon State University, Corvallis, OR — Expected Jun 2027
Member: AI Graduate Student Association, 3D Printing Club, Blacksmithing Club, DAM Robotics — Drone Racing, Mars Rover (Autonomous Drone Team)

BS, Computer Science — Oregon State University, Online — Mar 2025

BS, Biology (Minor: Chemistry · Option: Marine Biology) — Oregon State University, Corvallis, OR — Jun 2023
Member: Triathlon Club, Indoor Rock Climbing Club

Biology coursework — transferred to OSU after freshman year — Portland State University, Portland, OR — 2018–2019

Course: Semiconductor Manufacturing Process — NYCU, Hsinchu, Taiwan — Oct–Dec 2023

EXPERIENCE

Oregon State University — Corvallis, OR

IT Service Desk Student Lead — Jul 2026 – Present

- As one of the student leads for a team of 80+ student technicians, build and manage weekly schedules, coordinate coverage, and serve as first point of contact for scheduling and workflow escalations.
- Work independently as first contact for incoming issues, resolving them directly or routing them to the appropriate resource, then following up to confirm resolution.

IT Service Desk Student Technician — Mar 2022 – Jun 2023 · Sep 2025 – Jul 2026

- Monitored and worked the ServiceNow support/problem queue (previously TeamDynamix): triaged, troubleshot, and resolved hardware, OS, and network issues for faculty and students, achieving 99% customer satisfaction.
- Built, imaged, and managed Windows and macOS faculty devices using Microsoft Configuration Manager (SCCM), Active Directory, and Group Policy; completed 2 additional builds per cycle versus peers.
- Diagnosed a recurring wireless outage in the basketball arena during live events by monitoring network traffic; configured event networking, scoring systems, and broadcast connectivity for football, basketball, and gymnastics.
- Authored and updated knowledge-base articles and process documentation; trained and mentored new technicians on support procedures, and added four work stations to unused space to increase capacity.
- Managed surplus hardware and improved the disk-wiping workflow, cutting processing time by 15%.

TECHNICAL SKILLS

Operating Systems: Linux (Ubuntu / Ubuntu Server, Debian, Fedora, Arch, NixOS), Windows Server and client administration, macOS
Web & Databases: MySQL, PostgreSQL, MongoDB, database backups, nginx and Apache web servers, Nginx Proxy Manager (reverse proxy)
Virtualization & Storage: Proxmox VE, Docker, TrueNAS, scheduled backups
Networking & Security: Pi-hole (DNS filtering), VPN and mesh networking (Tailscale, ZeroTier, self-hosted), Cloudflare (DNS, domain management), OpenL2M (switch management), BlueCat (DNS/DHCP/IPAM), traffic monitoring
Systems & Directory: Microsoft Configuration Manager (SCCM), Active Directory, Group Policy Management Console; ServiceNow and TeamDynamix (ITSM / ticketing)
Programming & Scripting: Python, SQL, R, JavaScript, Shell, Nix, Rust, C, C++
Hardware: PC building and imaging, PCB and SMD soldering, FDM 3D printing, FPV and payload drone assembly, Arduino and Raspberry Pi projects
Certifications: Wilderness First Responder; Professional CPR with AED
Languages: Mandarin Chinese, English
Interests: Climbing, hiking, 3D printing, electronics tinkering, self-hosting

PROJECTS & SELF-HOSTING

Declarative NixOS Infrastructure

- Manage a flake-based, multi-host NixOS configuration (laptop + desktop) as reproducible infrastructure. Declarative packages, services, and system state under version control.

Self-Hosted Home Lab

- Ran a two-node Proxmox VE cluster hosting Ubuntu Server VMs and containers for web, database, and application workloads, with service status tracked on a self-hosted Flame dashboard.
- Configured a Windows VM with PCIe GPU passthrough on Proxmox for GPU-accelerated game streaming.
- Hosted and maintained nginx and Apache web servers, published to a personal domain via Cloudflare DNS with Let's Encrypt TLS. Serving self-built and packaged applications backed by MySQL, PostgreSQL, and MongoDB, plus Discord bots and game servers.
- Automated server backups with custom scripts, triggered and managed through self-built Discord bots and cron jobs.
- Performed routine OS, database, and application upgrades across systems and servers to keep them current and secure, including a database migration between hosts.
- Operate a TrueNAS storage server with scheduled backups; access all services remotely over a self-hosted VPN.
- Run redundant Pi-hole DNS servers (primary + failover, with load sharing) for network-wide filtering and ad blocking.