Allen Li

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EDUCATION

British Columbia Institute of Technology Vancouver, BC
Computer Information Technology Diploma (CIT) GPA: 86/100 *Jan 2022 – Dec 2023*

Kwantlen Polytechnic University Vancouver, BC
General Studies *Sep. 2017 – Sep 2019*

EXPERIENCE

Impact North Shore North Vancouver, BC
IT Support Specialist *Jan 2025 – Present*
- Provide frontline IT support, troubleshooting hardware, software, and network issues to enhance service accessibility.
- Install, configure, and maintain IT infrastructure, including MS Windows, MS 365, and cloud-based tools.
- Train staff on IT security best practices, software usage, and digital literacy to improve technology adoption.
- Manage IT asset inventory, including hardware, software, and licenses, ensuring accurate tracking and compliance.
- Monitor and resolve IT support tickets, analyzing trends to improve system reliability and user experience.

TECHNICAL SKILLS

Languages: **Python**, **JavaScript**, HTML/CSS, SQL, Bash, R

Frameworks/Libraries: Flask, React, NextJS, Node.js, pandas, NumPy

Tools & Platforms: Docker, Kubernetes, Git, Postman, Apache-jmeter, Terraform, Ansible, Cloud Computing (AWS, Azure, Google Cloud), sonarqube Kafka, MongoDB, MySQL, Nginx, Linux

DevOps & CI/CD: Jenkins, GitLab-CI, emphasizing CI/CD practices for streamlined deployment processes

PROJECTS

Personal Web Portfolio | *React, Next.js, Tailwind CSS* Recent Project
- Developed a comprehensive portfolio website, showcasing projects, skills, and educational background.
- Utilized React and Next.js for efficient client-side rendering and seamless page transitions.
- Integrated Tailwind CSS for responsive and aesthetically pleasing design.
- Implemented dynamic content rendering using React hooks to manage state transitions and UI updates.
- Featured sections include detailed project descriptions, a downloadable resume, and contact information, accessible at allenli-portfolio.com.

Library Microservices | *Python, Flask, Kafka, Docker, MySQL, Nginx* Sep 2023 – Dec 2023
- Architected a distributed library management system, optimizing for scalability and resilience.
- Facilitated inter-service communication via Kafka, ensuring robust data exchange and system integrity.
- Leveraged Docker for containerization, achieving consistent deployments and isolated environments.

Network Provisioning with Terraform and Ansible | *Terraform, Ansible, AWS* Sep 2023 – Dec 2023
- Orchestrated a cloud-based infrastructure on AWS, utilizing Terraform for infrastructure as code practices.
- Automated configuration and deployment of EC2 instances and network resources with Ansible, enhancing operational efficiency.

Flappy Patrick | *Python, Pygame, Flask* Sep 2022 – Dec 2022
- Engineered a Flappy Bird clone, enhancing gameplay with real-time scoring and dynamic obstacles.
- Devised APIs for game state management and score tracking, employing Flask for server-side logic.
- Implemented JSON for efficient data serialization and storage, optimizing game performance.