

Andy Diep

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CAREER SUMMARY

Experienced software developer with a strong passion for technology and proven skills in coding and problem-solving. Proficient in diverse programming languages and methodologies, I am specialized in web application development. My background includes over a year of work experience and a rigorous Software Development Program. Equipped with these skills and a track record of success, I am ready to contribute to the growth of a forward-thinking organization and apply my abilities in various technical fields.

In addition to my technical proficiencies, I am characterized by my cooperative nature, dedication to fostering company growth, and a perpetual eagerness to adopt emerging technologies. These attributes not only enrich my professional development but also position me to offer innovative solutions to collaborators and stakeholders.

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WORK EXPERIENCE

MONOGRAM (Software Application)

2023 – 2024

Software Developer

- Specialized in developing and optimizing applications using **JavaScript** and **ReactJS**, contributing to the enhancement of the user interface and overall user experience.
- Regularly collaborated with cross-functional teams through **Azure Boards** to manage tasks, log bugs, and earmark features, streamlining development processes and ensuring timely project completions.
- Acted as a key liaison between the technical team and clients, addressing support emails promptly and efficiently. Demonstrated a strong aptitude in diagnosing software-related issues, ensuring swift resolutions and maintaining a high level of customer satisfaction.
- Leveraged **HubSpot** to manage customer interactions and feedback, using the insights to continually refine software offerings and prioritize future enhancements based on user needs and feedback.
- Engaged in regular code reviews, bug fixes, and feature development, ensuring the software met both technical standards and user expectations.

GYMVMT (Recreational Fitness gym)

2019 – 2021

Personal Trainer (Level 3)

- Personal trainer with level 3 credentials at a high-volume club that enabled scores of clients to achieve dramatic weight loss.
- Consistently recognized as a high performer and critical team member, leveraging client relationships with **90% of repeat business**.
- Provided remarkable client service, securing **50% of new clients through referrals, 35% through fitness assessments, and 15% from walk-ins**.
- **Monitored and developed** exercise programs that aimed at improving overall health, weight loss, chronic pain, and muscle tone.

RED LOBSTER (Restaurant Company)

2012 – 2018

Server

- Orchestrated a guest-oriented environment, including the execution of **adaptable conflict resolution procedures, problem-solving, and critical thinking**.
- **Consistently modernized self-knowledge through online courses** and completed regular training exercises to provide individualized quality customer service.
- **Broaden communication skills** by immersing in numerous cultures, languages, and customs.
- Established **positive working relationships** with all colleagues, supervisors, and managers.

SELF-DEVELOPMENT

Skills

- Familiar with HTML, CSS, and SQL
- Proficient in JavaScript and Typescript
- Java and Python
- Experience in developing web applications using React JS
- Experience with Tailwind
- Strong written and verbal communication skills
- Experience with modern UI/UX design principles

Programs/Certifications

- The Complete Web Development Bootcamp
- The Complete Python Pro Bootcamp
- CSEP Certified Personal Trainer (The Gold Standard in Exercise Science and Personal Training)

EDUCATION & PROFESSIONAL DEVELOPMENT

Information Technology Diploma (The Southern Alberta Institute of Technology)

2021 – 2023

Software Development Major

- Collaborated with cross-functional teams to develop and deploy new features and enhancements for a client's web application.
- Developed and maintained scalable, secure, and high-performance systems that meet business requirements.
- Worked as a part of a team to develop and maintain a web application using React.
- Collaborated with other developers to implement new features and resolve bugs.
- Assisted with testing and debugging of the application.
- Contributed to the development of project documentation and presentations.
- Contributed to the development of several projects, including a web-based application and a mobile app.
- Worked on web development skills focused on full-stack web technologies, web application development, and web application design and architecture.
- Formed multi-disciplinary teams to execute a project that solves a problem—worked on a project of our choosing sponsored by industry or an entrepreneurial venture. The capstone required students to demonstrate an integration of technical and professional skills necessary to succeed in the field.
- Participated in code reviews, pair programming sessions, and design discussions to ensure software quality.

Personal Fitness Trainer Diploma (Mount Royal University)

2017 – 2019

- Explored skills and strategies related to communication styles, group communication, interviewing and counselling skills that will be useful in becoming an effective trainer. Was exposed to the operations of a successful fitness facility, including daily business practices, teamwork, relationships with facility users and staff, and building and maintaining clientele.
- Learned how to use the skills and knowledge acquired in previous courses to develop individualized training programs. This resulted in customized personal fitness training that was safe, effective, and met the client's needs.
- Acquired the skills to conduct a fitness and lifestyle appraisal and develop strategies that assisted clients with healthy lifestyle changes based on their individual needs, goals and motivation.
- Explored the concepts of leadership, group dynamics and conflict resolution techniques and reviewed individual communication styles in managing conflict.

INTERESTING FACTS

- Bilingual; English, Chinese (Cantonese)
- Started a "Seasons of Giving" group in 2010 with my sister and two friends. Over the past five years, with the help of many other individuals, we have raised \$29,145. This money has gone a long way towards helping those in need through personal distribution (gift bags, gift cards, essential items) and charitable donations to the following organizations: Toy Mountain, Calgary Food Bank, Distress Centre, Calgary Women's Emergency Shelter, The Mustard Seed and the Calgary Drop-In Centre. Each year, a group of friends and family have made a collective effort to maintain the gift-giving tradition.
- Started a blog to introduce the Python Programming Language. The blog presents the basics and helps the reader slowly put things together through my instructions throughout the blog. By the end of this short journey, the blog teaches them to put everything together to make small functional applications.