CHELSEA DINH

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EDUCATION

B.Sc Computer Science, 4th Year January 2014 - Present
University of Victoria

PERSONAL PROJECTS

BattleSnake Programming Competition - Victoria, BC
March 2017 - Present

+ Team contributor in creating a web-based AI for the arcade game "Snake"

+ Developed snake AI using Python and JSON format

+ Assists with developing strategies for game optimization

+ Contributes to training the snake AI using various search algorithms

COURSE PROJECTS

Internet of Things (IOT) System - University of Victoria
November 2018 - December 2018

+ Team contributor in development of an IOT application that manages hypothetical devices such as a camera, thermostat, and smartplug

+ Responsible for implementing user interface using the JavaFX platform

+ Utilized the MVC design pattern and assisted with implementing software concurrency

+ Conducted frequent unit testing using the JUnit testing framework

Wine Point Prediction using the 100-Point Scale - University of Victoria
November 2018 - December 2018

+ Team contributor in implementing the multinomial and gaussian models for Naïve Bayes text classification using scikit-learn

+ Assisted in pre-processing datasets using the Python csv module

+ Responsible for dataset analysis and comparing the results against Weka

SPECIALIZED COMPETENCIES

+ Proficient with Python, Java, C++, Assembly, MATLAB, SQL, HTML, and CSS

+ Competent working with Git version control such as using the feature branch workflow

+ Familiar with GitHub integration services such as Travis CI

+ Knowledgeable in software design patterns and data mining algorithms

+ Capable with the Adobe Creative Cloud and Microsoft Office suites

+ Able to work with Android, iOS, macOS, Ubuntu, and Windows operating systems

+ Knowledge of Windows server services, including Active Directory and Exchange

WORK EXPERIENCE

Help Desk Analyst - University Systems, University of Victoria
May 2017 - Present

+ Provide technical support for clients troubleshooting software, network, desktop, and mobile issues

+ Assist with training of new employees

+ Utilize SailPoint identity management software to aid clients in managing their university account(s)

+ Use Bomgar remote desktop software to assist clients effectively in real-time

+ Work with Request Tracker ticketing system to communicate with upper-tier administrators

REFERENCES

Dave Bakken   dbakken@uvic.ca
Supervisor, Computer Help Desk   250-472-4838
University of Victoria