

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

Supervisor, Computer Help Desk
University of Victoria

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