

# WILSON NGO

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## class OBJECTIVE:

Looking for a suitable job role in Software Engineering to apply and develop my analytical and technical skills while working towards the company's vision.

## class EXPERIENCE:

def  
**Raptor Technologies, LLC – Houston, TX:**  
**March 2019 - Present**  
Sr. Technical Support Engineer

- Technical Service Engineer · Automation Engineer
- Automate data exports from Excel using developer mode
- Develop Google Chrome extension on Salesforce alerts
- Design and develop the architecture of a Chatbot, which resolved about 60% of all incoming support calls (equivalent to 3 support resources)
- Lead a team of 3 to establish company SharePoint communication site
- Manage chat support division
- Mentor new hires on technical services
- Package multiple required programs into 1 installer; reducing the average install time by 67% (Install time - Before: 1H, After: 20Mins)
- Support technical issues on both software & hardware via chat and calls

def  
**Orgain Bell & Tucker, LLP – Beaumont, TX:**  
**October 2017 – December 2018**  
IT Helpdesk Technician

- Established firm's SharePoint Intranet page
- Installed and maintained Linux based servers for backups and web interfaced controllers

## def SELF WORK:

- Converted HTML to Dash Plotly and created a dashboard for a visual look on the portfolio website and AI Chatbot
- Created a bot to monitor logs and activities from the portfolio website and AI Chatbot.
- Developed AI Chatbot using ChatterBot
- Hosted personal portfolio website
- Scripted TelloDrone flight paths and camera detection
- Utilized PySmartThings and Spotipy API to integrate Samsung SmartThings and Spotify into the Chatbot

## CONSOLE EDUCATION

Computer Science  
Lamar University  
Beaumont, TX

## CERTIFICATION

CompTIA A+  
November 2020

## ACCOLATION

SharePoint Communication Site  
Company Meeting - September 2020

Chatbot  
Company Meeting - August 2021  
Company Meeting – November 2021  
QA Lead – January 2022

Chrome Extension  
Department Meeting - August 2020  
Department Meeting – November 2021

## SKILLS

C#  
C++  
CSS  
Dash Plotly  
HTML  
Java  
JavaScript  
Low code  
MySQL  
Pascal  
PHP  
Python  
Snippet  
VBA

## SOFTWARE

Apache Web Server  
Heroku  
Integromat  
Linux  
Microsoft Office  
NICE CXone Studio  
Salesforce  
SharePoint

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