Jin-Young Park

154 Magnolia Way SE, Calgary, AB

Phone: 587-703-5641

Email: pjy5658@gmail.com

Portfolio: https://idyllic-piroshki-57d2bd.netlify.app/

Summary

- Information Technology diploma graduate with a major in Software Development from Southern Alberta Institute of Technology in October 2022.
- Over 3 years of experience as an IT Technician, diagnosing and troubleshooting various computer systems, network equipment, peripherals, and software failures.
- Over 10 years of experience in customer service.

Education

Southern Alberta Institute of Technology Calgary, AB

- Diploma in Information Technology, major in Software Development.

Work Experience

IT Technician, August 2019 - Present

Electronic Recycling Association, Calgary, AB

- Diagnose and troubleshoot technical problems on various computer systems, laptops, servers, network equipment, and peripherals.
- Install and configure the operating system according to the needs of end-users.
- Replace hardware and components for building reusable desktops, laptops, etc.
- Provide guidance to new technicians for diagnosing and troubleshooting various issues with computer hardware, monitors, and peripherals.

Tour Bus Driver/Tour Guide, August 2016 - July 2019

 J Groups, Calgary, AB

- Led tour groups in Canadian Rockies, answering questions while maintaining authority throughout the tour.
- Checked the overall condition of the bus and examined tires, brakes, and other mechanisms of the bus to ensure it is in proper working order.
- Maintained a high level of customer satisfaction and followed all safety standards.

Supervisor, June 2011 - October 2015

Seoul Country Korean Restaurant, Banff, AB

- Managed dining operations efficiently and effectively in a fast-paced environment, while providing excellent customer service.
- Facilitated large tour groups of up to 900 customers per day.
- Supervised and trained new staff to ensure compliance with restaurant policies, regulations, and food safety guidelines.
- Handled customer complaints professionally and effectively to the satisfaction of all parties involved.

Projects

Samurai Pizza Cats, October 2022 - November 2022

Full Stack Development Program at Harvest Builders, Calgary, AB

- Developed a full-stack web application with React, NodeJS, GraphQL, TypeScript, MongoDB, allowing users to create, update, and delete pizzas and toppings.
- Ensured and maintained project workflows and tasks through Jira.
- Utilized Apollo Sandbox to build and test the GraphQL server and implemented Jest framework to test the frontend and backend.

Green Piece - May 2022 - August 2022

The Capstone project at SAIT, Calgary, AB

- Developed a full-stack web application with MongoDB, ExpressJS, ReactJS, NodeJS allowing users to monitor the greenhouse environment.
- Utilized an Arduino Uno platform combined with temperature, humidity, and liquid level sensors.
- Implemented a secure login, signup, and edit profile with Nodemailer.
- Collaborated with team members on GitHub to track changes as well as transition the code to be implemented to the main branch.
- Implemented an alert function when there are anomalies to the greenhouse environment.

Military Service

Machine Gunner, July 2007 - June 2009

The 2nd Division Reconnaissance Battalion Yanggu-gun, Korea

- Honorable Discharge as a sergeant.

Certifications

- CompTIA A+ (Expired Dec 2021)
- Class 2 driver license
- Air brake endorsement (Q)

References available upon request.