

# Thanh Truong Doan

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## HIGHLIGHTS OF QUALIFICATIONS

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- **Extensive Experience:** Over 10 years as a slot technician, including 4 years as a senior technician, developing a methodical approach to complex technical challenges and hands-on troubleshooting.
- **Technical Expertise:** Proficient in diagnosing issues, performing repairs, and managing system upgrades, with skills transferable to software debugging, IT support, and system maintenance.
- **IT Support & Troubleshooting:** Experience providing technical support in a Co-op IT role, assisting staff and judges with software (Outlook, Office 365, Court Assist) and hardware (desktop, laptop, printer, sound systems) issues, logging tickets, and coordinating with vendors.
- **Regulatory Compliance:** Experienced in coordinating installations and upgrades with strict adherence to detailed policies, reflecting precision in documentation and coding standards.
- **Project Leadership:** Led technical teams and executed projects, demonstrating organizational and problem-solving skills applicable in software development.
- **Collaboration and Communication:** Strong team leadership and collaboration abilities, ensuring seamless coordination and knowledge sharing, essential for development teams.

## EDUCATION

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### Mohawk College (Hamilton, ON)

Sep 2023 – Present

- Finished 4<sup>th</sup> semester Software Developed student with current Overall grade: 93.8%
- Dean's Honours - Mohawk College in the last 4 semesters.

### Mohawk College (Hamilton, ON)

Sep 2023 – May 2025

- Diploma, Computer Systems Technician, Software Support, Honours Graduate

### Mohawk College (Hamilton, ON)

Jan 2009 – May 2010

- Diploma Accounting

## TECHNICAL SKILLS

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- **Programming Languages:** Python, Java, C#
- **Web Development:** HTML, CSS, JavaScript, PHP, WordPress, ASP.NET, React
- **Database Architecture:** MySQL
- **Tool:** Git, GitHub
- **Slot Machine Operations and Compliance:** Expertise in troubleshooting, repairing, testing, and maintaining slot machines, including moves, upgrades and installations of hardware and software, and ensuring compliance with policies, security protocols, and safety standards.

## WORK EXPERIENCE

<b>Co-op IT System Assistant – Sopinka Courthouse, Hamilton</b>	<b>Sep 2025 – Dec 2025</b>
<ul style="list-style-type: none"><li>Performed daily equipment and JVN (Justice Network System) checks to ensure smooth and uninterrupted court operations.</li><li>Assisted judges and staff in troubleshooting software (Outlook, Office 365, Court Assist Software, etc.) and hardware (desktop, laptop, printer, sound system, etc.) issues.</li><li>Logged IT tickets and coordinated with vendors to resolve technical problems efficiently.</li></ul>	
<b>Great Canadian Entertainment (Former OLG Woodbine Casino) - Toronto</b>	
<b>Slot Technician – Full Time</b>	<b>Nov 2011 – Jun 2019</b>
<b>Senior Slot Technician – Full Time</b> <b>Jun 2019 – Sep 2023</b>	
<ul style="list-style-type: none"><li>Slot Operations Management: Coordinate slot moves, upgrades, and installations with vendors and regulatory agencies; ensure adherence to Internal Control Manual policies.</li><li>Maintain a clean, safe work environment, follow safety protocols, and ensure compliance with security and company asset policies.</li><li>Leadership &amp; Project Management: Lead projects related to slot machines as a senior technician.</li></ul>	
<b>Slot Technician – Part Time</b>	<b>Sep 2023 – Present</b>
<ul style="list-style-type: none"><li>Responsible for the maintenance, repair, and installation of slot machines, ensuring proper functionality and compliance with safety and security policies.</li><li>Maintain a high level of knowledge on various slot machines and promote excellent customer service and integrity.</li><li>Comply with safety procedures, use required safety equipment and identify and report unsafe practices or conditions.</li></ul>	

## TECHNICAL EXTRACURRICULAR PROJECT

### Ticket Scanning Application

[https://github.com/Doan88/ticket\\_scanning\\_app](https://github.com/Doan88/ticket_scanning_app)

- Developed a real-time ticket validation system using Java and JavaFX, featuring duplicate detection, show type verification, and sound feedback for valid/invalid scans.
- Designed a responsive, styled UI with CSS and implemented a reset function to mark all tickets as unredeemed.
- Optimized backend algorithms for efficient ticket scanning and seamless GUI performance.

### Hamilton Tourist Infomation

[https://github.com/Doan88/hamiton\\_tourist\\_info](https://github.com/Doan88/hamiton_tourist_info)

- Developed an interactive web app showcasing Hamilton's tourist information using Open Hamilton public data.
- Integrated Google Maps, Geolocation, and Geocoding APIs for dynamic markers, real-time location, and user-added locations.
- Implemented category-based filtering, custom markers, and driving directions using JavaScript, HTML5, and CSS.

# TECHNICAL EXTRACURRICULAR PROJECT

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## Weather Radio Station React Native App

<https://github.com/Doan88/weatherRadio>

- Developed a React web/mobile app to display weather forecasts by city input or user location using OpenWeatherMap API.
- Integrated Google Maps (web) and react-native-maps (mobile) to show real-time user location.
- Streamed local radio stations by region using RadioBrowser API with native audio playback support.

## Password Manager React Native App

<https://github.com/Doan88/backendPass>

<https://github.com/Doan88/frontendPass>

- Built a full-featured React Native password manager with screens for login, registration, adding, editing, searching, and viewing passwords.
- Developed a secure Node.js/Express backend with JWT auth, SQLite storage, and full CRUD operations for user-specific passwords.
- Implemented modular React Native components with Axios integration for smooth, real-time communication with the backend API.

## Movie Collection React Native App

<https://github.com/Doan88/movieCollection>

- Developed a React Native app with a RESTful API to manage a movie collection (add, edit, delete, view).
- Implemented full CRUD functionality with Axios and Express backend.
- Implemented form validation, state management, and responsive UI for smooth user experience.

## Pet Cafe Shop Website

<https://youtu.be/8CCUW6JBPz4>

- Developed a pet cafe shop website that have multi pages for general cafe info, events, menu, career, blogs and contact info.
- Also including mini map for direction, comment section for customer interaction.
- Built using WordPress.