

Thanh Truong Doan

Hamilton, ON | [LinkedIn](#) | thanh-truong.doan@mohawkcollege.ca | 289-941-3100

HIGHLIGHTS OF QUALIFICATIONS

- **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, showcasing skills transferable to debugging and maintaining software systems.
- **Regulatory Compliance:** Experienced in coordinating installations and upgrades with strict adherence to detailed policies, mirroring the precision needed in software documentation and coding standards.
- **Project Leadership:** Successfully led technical teams, planning and executing projects, demonstrating organizational and problem-solving skills valuable in software development.
- **Collaboration and Communication:** Strong team leadership and collaboration abilities, ensuring seamless coordination and knowledge sharing—essential for development teams.
- **Bilingual Proficiency:** Fluent in English and Vietnamese, enabling effective communication with diverse teams and stakeholders.

TECHNICAL SKILLS

- **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

Great Canadian Entertainment (Former OLG Woodbine Casino) - Toronto

Slot Technician – Full Time

Nov 2011 – Jun 2019

Slot Technician – Part Time

Sep 2023 - Present

- Responsible for the maintenance, repair, and installation of slot machines, ensuring proper functionality and compliance with safety and security policies.
- Maintain a high level of knowledge on various slot machines and promote excellent customer service and integrity.
- Comply with safety procedures, use required safety equipment and identify and report unsafe practices or conditions.

Senior Slot Technician – Full Time

Jun 2019 – Sep 2023

- Slot Operations Management: Coordinate slot moves, upgrades, and installations with vendors and regulatory agencies; ensure adherence to Internal Control Manual policies.
- Maintain a clean, safe work environment, follow safety protocols, and ensure compliance with security and company asset policies.
- Leadership & Project Management: Lead projects related to slot machines as a senior technician.

EDUCATION

Mohawk College (Hamilton, ON)

Sep 2023 - Present

- Current 4th semester Software Developed student with current Overall grade: 94%
- Dean's Honours - Mohawk College in the last 3 semesters.

Mohawk College (Hamilton, ON)

Jan 2009 – May 2010

- Diploma of Accounting