

Thanh Truong Doan

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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, 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

- | | |
|--|----------------------------|
| Mohawk College (Hamilton, ON) | Sep 2023 – Present |
| <ul style="list-style-type: none">• Finished 4th 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 |
| <ul style="list-style-type: none">• Diploma, Computer Systems Technican, Software Support, Honours Graduate | |
| Mohawk College (Hamilton, ON) | Jan 2009 – May 2010 |
| <ul style="list-style-type: none">• Diploma Accounting | |

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

Co-op IT System Assistant – Sopinka Courthouse, Hamilton

Sep 2025 – Dec 2025

- Performed daily equipment and JVN (Justice Network System) checks to ensure smooth and uninterrupted court operations.
- Assisted judges and staff in troubleshooting software (Outlook, Office 365, Court Assist Software, etc.) and hardware (desktop, laptop, printer, sound system, etc.) issues.
- Logged IT tickets and coordinated with vendors to resolve technical problems efficiently.

Great Canadian Entertainment (Former OLG Woodbine Casino) - Toronto

Slot Technician – Full Time

Nov 2011 – Jun 2019

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.

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.

TECHNICAL EXTRACURRICULAR PROJECT

Ticket Scanning Application

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 Information

https://github.com/Doan88/hamilton_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

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.