

# KENNY LAM

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## SUMMARY OF QUALIFICATIONS

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- 16-months of IT and development experience with testing code, debugging code, and analyzing data
- Demonstrates ability to write clean efficient well-documented code to resolve code related bugs
- Able to balance tasks, projects, school assignments, while meeting deadlines and balancing work
- Seven years of progressive customer service experience, working multiple retail jobs including Costco, Best Buy, and Chuck E. Cheese

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## EDUCATION

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**Bachelor of Computer Information Systems** | Mount Royal University, Calgary, AB      Sep 2015 - Apr 2020

- Minor in Business
- Completion of Co-operative Education Program

### Related Projects

Sep 2015 – Present

- Created a Spotify clone
- Created a portfolio website
- Developed a mobile activity tracker application using Swift and Firebase
- Created a mobile prototype using Axure
- Experience running complex queries with relational databases in MySQL and Oracle's PL/SQL

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## TECHNICAL SKILLS

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<b>Programming</b>	Object-oriented programming and unit testing using Java
<b>Web Development</b>	JavaScript, HTML, CSS, and PHP
<b>Database</b>	MySQL using phpMyAdmin, Oracle's PL/SQL and NoSQL database using Google Firebase
<b>Operating Systems</b>	Microsoft Windows and macOS

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## WORK EXPERIENCE

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### RELEVANT WORK EXPERIENCE

**Site Assurance Analyst Intern** | Shell Canada Limited, Calgary, AB      May 2019 – Dec 2019

- Performed Business Analyst responsibilities through data analysis, turning my findings into a story which provided business value.
- Acted as mobility focal, providing different levels of mobility support to the business.

**Web Application Developer Intern** | ICE Health Systems Inc., Calgary, AB      May 2017 – Dec 2017

- Accurately resolved 20 bugs through strong attention to detail and problem-solving skills.
- Adapted to change by working on the front-end, back-end, and also the quality assurance aspects of web application development.

## **ADDITIONAL WORK EXPERIENCE**

**Front-End Assistant/Cashier** | Costco Wholesale, Calgary, AB

Apr 2015 – Present

- Deliver outstanding customer service in a fast-paced environment, while processing large orders.
- Ensure customer satisfaction but offering assistance proactively.

**Sales, Connected Solutions** | Best Buy, Calgary, AB

Oct 2014 – Jan 2015

- Utilized strong public speaking and communication skills by marketing products to customers.
- Provided outstanding customer service to large volumes of customers by offering customer insights on the latest products and alternatives that would best meet their needs.

**Game Room Attendant** | Chuck E. Cheese, Calgary, AB

Sep 2013 – Aug 2014

- Displayed outstanding customer service by assisting children/parents with maintenance on broken game machines that are not functioning properly.
- Maintained patience when faced with displeased parents and crying children.

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## **INTERESTS**

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- Learning about new computer hardware/ software, wearable technologies, and robotics
- Learning new programming languages through personal projects and self-directed learning
- Weightlifting, Badminton, Soccer, Ball Hockey
- Gaming