

Kygan Dao

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LinkedIn: <https://www.linkedin.com/in/kygan-dao/>

Portfolio: <https://kygandaoportfolio.netlify.app>

GitHub: <https://github.com/Kygandao>

Developer Profile

Tech Savvy and analytical professional with hands-on experience in design, installation, testing, and maintenance of software systems.

Skills

React, Java, NodeJS, SQL, MongoDB

Education

Java Boot Camp, 2022

Southern Methodist University

Full-Time Boot Camp focusing on object-oriented Java and enterprise development concepts including Spring Boot Microservices and Test-Driven Development.

Full Stack Web Development Boot Camp, 2021

The University of Oregon

24-week, intensive MERN Full-Stack certification course focusing on remote servers/databases, RESTful API, and front-end development.

Projects

The Wild Post – Blog Site for Articles about Outdoor Activities

GitHub: <https://github.com/Kygandao/the-wild-post>, **Deployed Site:** <https://the-wild-post.netlify.app/>

Technologies: JavaScript, React, NextJS, GraphQL, Tailwind, Netlify

GraphCMS allows content creators of all skill levels to create, update, and delete content.

Whiteboard – Frontend Drawing/Dry-Erase Board Application

GitHub: <https://github.com/Kygandao/whiteboard>, **Deployed Site:** <https://whiteboard2kd.netlify.app/>

Technologies: JavaScript, React, Tailwind, HTML Canvas, Netlify

Top 5% placement among peers in mintbean.io Jr. Dev Hiring Hackathon

Career Experience

Insurance Account Representative, State Farm Insurance

2016 – Present

Increased customer satisfaction ratings through proactive and actionable resolutions to questions and concerns regarding Insurance. Analyzed accounts for delinquencies and other ongoing issues. Trained and mentored staff regarding rollouts of new procedures, equipment, and proprietary software requirement.

- Credited for securing highest client retention rate of **96%**.
- Known as **#1** for acquiring new business, responsible for **85%** of monthly sales.

Lead Utility Locator, US Infrastructure Company, LLC

2012 – 2016

Drew maps of utility lines and potential plans for future ones, providing detailed locations and information. Located, marked, and documented critical underground infrastructure prior to excavation.

- Achieved the highest locating accuracy in the region; **99%** locating accuracy in 3,000 square mile geographical area.
- Actively responded to and completed **100%** routine tickets within 48 hours, emergencies within 2 hours.