Kygan Dao

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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, Spring, SQL, NodeJS, 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 on remote servers/databases, RESTful API, and front-end development.

Bachelor Of Science – Graphic Design, 2011

The Art Institutes International Minnesota

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 CSS, Netlify

- **Whiteboard – Frontend Drawing/Dry-Erase Board Application**
GitHub: https://github.com/Kygandao/whiteboard, Deployed Site: https://whiteboard2kd.netlify.app/
Technologies: JavaScript, React, Tailwind CSS, HTML Canvas, Netlify

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.