Kygan Dao

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Portfolio: https://kygandaoportfolio.netlify.app
GitHub: https://github.com/Kygandao

Full Stack Developer Profile

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

Experienced in all steps of the software development lifecycle with knowledge of full-stack in multi-tier applications. Familiarized with a variety of programming languages and frameworks. Adept at taking ownership of issues from reporting through resolution and completing tasks within time and budget constraints. Expert in leading cross-functional teams, delivering top-notch customer service, exceeding business goals. An out-of-box thinker and creative problem solver having excellent interpersonal, pressure handling, debugging, leadership, troubleshooting, and multitasking skills. Proven ability to thrive in a remote working environment.

Technical Proficiencies

Tools: Java, Spring Framework, Microservices, RESTful API, JavaScript, React, Tailwind, Bootstrap, HTML, CSS, NodeJS, Express.js, MongoDB, GraphQL, SQL,

Others: GitHub, Git Version Control, Heroku, Netlify, Continuous Integration, Object-Oriented Programming

Education & Credentials

Java Boot Camp
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
The University of Oregon
24-week, intensive MERN Full-Stack certification course focusing on remote servers/databases, RESTful API, and front-end development.

Graphic Design
The Art Institutes International Minnesota

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. Drove sales by developing exceptional customer rapport to foster satisfaction. Expanded territory

by executing effective calls and negotiating contracts. Analyzed accounts for delinquencies and other ongoing issues. Trained and mentored staff regarding rollouts of new procedures, equipment, and proprietary software requirement.

- Leveraged exceptional field and technical expertise to implement and maintain new electronic file structure in accordance with local laws/regulations and company.

- Ensured adherence to state and company licensing requirements for Life/Health and Property/Casualty.

- Credited for securing lowest client turnover rate in office of 4%.

- Known as #1 in office for accomplishing 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. Worked outdoors in harsh conditions to complete utilities location requirements within expected timeframes.

- Achieved the highest locating accuracy in the region; 99% locating accuracy in 3,000 square mile geographical area.

- Led team of various sizes and assigned workload based on scope of work.

- Completed and streamlined daily time sensitive workload, including emergency and on-call.

- Actively responded to and completed 100% routine tickets within 48 hours, emergencies within 2 hours.

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
Content is managed with GraphCMS allowing content creators of all skill levels to create, update, and delete content and moderate comments on posts.

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