

Kygan Dao

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

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

ProActive 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.

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

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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: React, NextJS, GraphQL, Tailwind, Netlify

Content is managed with GraphQLCMS 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: React, Tailwind, HTML Canvas, Netlify

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