

CHAICHANA (MAGNUM) NOREE

KEY STRENGTHS

- High level understanding of Computer Software and Hardware
- Eight years of experience in Customer Service
- Leadership experience with a team-oriented style
- Ability to learn quickly and enthusiasm to self-learn new technologies

WORK EXPERIENCE

[Infinite Campus] - April 2013 - Present

- Resolved over 4,000 tasks and issues
- Write SQL scripts to identify and execute scripts to preemptively identify and fix data issues
- Review, analyze, and create acceptance criteria for software to identify bugs while documenting all steps needed to replicate the issue alongside identifying the course code through version control change-set and providing a fix
- Communicate, document, and involve all parties impacted from the resurrection of an issue through resolution
- Create and deliver presentations to various internal/external users with varying levels of product knowledge
- Seek out areas needing improvement and drive team resources to fill in knowledge gaps
- Train lower level aides in all areas of the product.

PROJECT EXPERIENCES

[Household Energy Simulator] - C++, Doxygen, log4cxx,

- Simulates electricity usage throughout the household with multiple household appliances. Project created to demonstrate skill in modeling real world objects with Object Oriented Programming, working with other programmers, writing simple and legible code, and providing extensive documentation.

[Xbox Custom Controller] - Javascript, jQuery, HTML, CSS, Bootstrap

- Web app to allow users to customize their own Xbox controller online to print off specifications for a store. Built on top of jQuery and Bootstrap.

[Local Restaurant Suggester] - Node, Yelp API, Javascript, jQuery, HTML, CSS

- Web app that suggests a nearby restaurant for the user based on location. Demonstrates usage of REST-ful APIs alongside Node.js with a responsive front-end design.

TECHNICAL SKILLS & SOFTWARE EXPERIENCES

- Languages: Javascript, jQuery, Java, HTML, CSS, MS SQL, PostgreSQL
- Tools: SQL Server, SVN, Git, Tomcat, Eclipse, Shoutpoint, SIF

EDUCATION, HONORS & AWARDS

- University of Minnesota – Bachelors of Computer Science - 3.41 GPA, 2012
- HDI (Help Desk Institute) Certified - #1 HDI National Team Award, 2013
- ACM Software Design Competition of Minnesota - 2nd place, 2011
- Normandale Community College Student Leadership Award, 2010