

# Ricky Hanxian Yang

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## PROJECTS

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**Budgeting App, <https://rhy2468.github.io/Budgeting-App/>** 12/2023 – 01/2024

- Developed a budgeting app using HTML, CSS, Javascript, React
- Dynamically updated information, through loaders and fetchers between the Frontend/Backend using React Router DOM
- Displayed and saved information with a user-based system
- Utilized Github as a version control

**Stock Bot** 06/2022 – 08/2022

- Developed an automated messaging algorithm in Python
- Utilized Yahoo Finance API to obtain Stock prices/information
- Utilized Discord Bot API to universally notify users of stock price changes

**Game-Tracker App** 10/2022 – 12/2022

- Developed a simple game tracker app in Java/Android Studio/Git in a small team
- Developed using Agile Methodologies/Roles
- Diagnosed bugs using the JUnit 5 Platform

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## PROFESSIONAL EXPERIENCE

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**Service Desk Analyst Co-op, Microserve** 04/2023 – 12/2023

- Spearheaded the implementation of devices into a cloud-based system (Windows Autopilot) for an international company
- Actively used Microsoft Azure and Microsoft Admin Center to manage programs, devices, users, etc.
- Incorporated and developed a script to automate setting up new computers for users using Windows Powershell
- Troubleshooted and assisted clients with basic Tier 1/2 IT issues
- Utilized a ticketing system (Connectwise) to log all time and actions done
- Updated and used a central documentation system (ITGlue) to log vital information, methods, and common issues.

**Supervisor/ Customer Service Rep., Carl's Jr.** 09/2016 – 12/2020

- Excelled in using teamwork and communication skills by delegating tasks to other employees.
- Precisely expedited orders while overseeing quality control.
- Interacted with customers at point-of-sales while executing transactions.
- Practiced interpersonal conflict de-escalation and communication skills.

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## EDUCATION

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**BSc. Computing Science, Simon Fraser University** 2020 – present

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## SKILLS

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**Programming Languages/Skills** (Python, C++, C, Java, HTML, CSS, mySQL, SQLite, JavaScript, React, Debugging, Agile Development, Microsoft Azure, Microsoft Admin Center, Android Studio, Git, Microsoft Suite, HTML, MATLAB, JUnit 5)

**Soft Skills** (Listening, Leadership, Communication, Teamwork, Team Management, Reliability, Dedication,)