Thang Nguyen

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SKILLS & INTERESTS

- **Languages and Framework:** HTML, CSS, JavaScript, Python, C/C++, React.
- **Application:** VS Code, Git, Slack, Confluence, Zendesk, Pycharm, Microsoft Office 365, 1Password, SolidWorks, MasterCam.
- **Computer:** Windows, Mac OS, Linux (Operate all systems effectively and how to install and use applications.
- **Interests:** Hackathon; Coding Projects; Learning new programming language; badminton; snowboarding; Blockchain; A.I

WORK EXPERIENCE

Kraken Digital Asset Exchange (Remote Work)   **March 2022 – Dec 2022**

Client Engagement Specialist   *San Francisco, CA*

- Engaged with more than 50 clients on a daily basis to assist with account creation, position open for trading, account access, deposit and withdrawal of cash and cryptocurrency as well as payment error and server status.
- Reviewed client's ongoing ticket on Zendesk and escalate to the relevant department while documenting issues and updating that client while ensuring the matters are being expedited and resolved.
- Identified real-time bugs clients facing and problems the client has using internal resources to provide fast, accurate responses and provide excellent resolving time around 10 minutes or less.
- Actively consulted with the internal QA platform with feedback from team to improve chat communication with clients and ensure a 6 Stars Customer Experience.

New Era Tool and Die Limited   **Aug 2019 – March 2022**

CNC Machinist   *North York, ON*

- Interpreted engineer drawing with a high degree of accuracy in order to produce parts within tolerances.
- Set up, programmed and operated CNC machines efficiently to meet targets and increase profit for company.
- Maintained high-accuracy inspection records in order to avoid more than 5 NCR for the company per month.

Linamar – CAMTAC Manufacturing (Co-Op)   **Jan 2019 – April 2019**

Machinist   *Guelph, ON*

- Operated manual machines like mill and lathe with high efficiency to finish parts on time and within tolerances.
- Produced in-house parts for fixture and assembly line to save company more than hundred thousand dollars of equipment annually.
- Interpreted engineering drawings with high degree of accuracy and careful planning of operations to save time.

EDUCATION

Toronto Metropolitan University (Formerly Ryerson University)   **Sep 2022 -Present**

BS, Computer Science   *Toronto, ON*

- Relevant coursework: Computer Science I, Computer Organization I, Discrete Mathematics, Digital Computation and Programming

George Brown College   **Graduated Aug 2019**

Diploma, CNC and Precision Machining   *Toronto, ON*

- Cumulative GPA: 3.81