

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, Microsoft Office 365, Window, Mac OS, Linux.
- **Interests:** Hackathon; Coding Projects; Learning new programming language; Blockchain; A.I

PERSONAL PROJECTS

thang-nguyen.ca

Dec 2022 -Present

- Developed a website using React, HTML, CSS, and JavaScript, implementing useState and useEffect hooks to manage sections and a theme toggler for light/dark mode.
- Utilized array map method to render dynamic data lists on the website efficiently.
- Implemented CSS media queries for a responsive design that adapts to various screen sizes.
- Constructed website structure and layout using functional components in JSX files for easy management and updates to the user interface.

WORK EXPERIENCE

Kraken Digital Asset Exchange (Remote Work)

March 2022 – Dec 2022

Client Engagement Specialist

San Francisco, CA

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

New Era Tool and Die Limited

Aug 2019 – March 2022

CNC Machinist

North York, ON

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

EDUCATION

Toronto Metropolitan University (Formerly Ryerson University)

Sep 2022 -Present

BS, Computer Science

Toronto, ON

- Relevant coursework: Computer Science I, Computer Organization I, Digital Computation and Programming.
- Current Term GPA: 3.75

George Brown College

Graduated Aug 2019

Diploma, CNC and Precision Machining

Toronto, ON

- Cumulative GPA: 3.81