

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

- Designed and coded the website using React, utilizing HTML, CSS and JavaScript.
- Implemented the useState hook for managing state within the application, making it easier to handle user interactions and updates to the interface.
- Utilized the array map method for rendering lists of data in the website, allowing for efficient and dynamic updates to the user interface.
- Utilized CSS media queries to create a responsive design that adjusts to different screen sizes, allowing for optimal viewing on any device.
- Utilized functional components in JSX files to build the structure and layout of the website, making it easy to manage and update the different elements of 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, as well as 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.
- I 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 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 the company.
- Maintained high-accuracy inspection records in order 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.

George Brown College

Graduated Aug 2019

Diploma, CNC and Precision Machining

Toronto, ON

- Cumulative GPA: 3.81