Kyle Ng

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Burnaby, BC   V5E 4E1   kyle.ng7512@gmail.com

PROFESSIONAL SKILLS AND ABILITIES

Programing Skills

- Developed in C++, Java, HTML, CSS.
- Created scripts in Bash.
- Developed spell checker in C++ that reads word data base from file using Hash Tables.
- Designed UI for android applications in HTML/CSS.
- Documented C++ and Java code to prevent future confusion when reading code.
- Designed test cases in Java and C++ programs for debugging.
- Developed simple top-down shooter in Game Maker.
- Developed basic Chess program in C++.

Game Development Skills

- Developed simple top-down shooter in Game Maker.
- Developed basic Chess program in C++.

IT Skills

- Repaired game consoles, computers, and other devices for personal use.
- Extensively researched components for custom PC's to ensure proper compatibility and good price-to-performance.
- Efficiently applied solutions to issues after extensive research.
- Assembled custom PC's while accounting for airflow and cable management for friends and personal use.
- Properly cleaned and maintained devices from dust removal to defragmentation regularly.
- Accurately diagnosed and resolved general software, hardware, web, and network issues.
- Accurately diagnosed and resolved software and hardware issues related with user interactions.
- Installed hardware and software according to user specifications.
- Updated and installed software using Software Center Configuration Manager.

General Computer Skills

- Created detailed reports and records using concise language in Microsoft Word.
- Created and maintained spreadsheets using math formulas in Microsoft Excel.
- Created and maintained spreadsheets using math and date formulas in Google Sheets.
- Change settings and files on Mac using terminal and Bash commands.
- Categorized digital storage and files for efficient search and retrieval.
- Screen capped images using Microsoft Snipping Tool.
- Edited photos and pictures with proper colour adjustments in Adobe Photoshop.
- Analysed web articles and media to determine accuracy and relevance for research.

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Communication Skills
- Adapted to multiple group dynamics by gauging group atmosphere and using excellent verbal communication skills.
- Calmed discussion between multiple parties by listening to, and verbally explaining multiple view points to ensure both parties understand each other.
- Created business e-mails and letters in Microsoft Word by using direct and indirect forms of writing for different messages.
- Cooperated with team members to identify appropriate meeting times.
- Patiently taught users using simple verbal explanations about error prevention and avoidance.
- Interacted and communicated with Deaf and Hard of Hearing people.

Organizational Skills
- Categorized physical storage and files for efficient search and retrieval.
- Prioritized chores and school work based on estimated time consumption and due dates to efficiently complete tasks.
- Arranged timetables for groups to best manage time.
- Created itineraries and schedules for vacation trips to ensure accurate arrival and departure to destinations.

Music Skills
- Accurately transcribed songs in MuseScore ensuring proper rhythm and tuning.
- Sang bass in High School choir for 3 years.
- Played bass in High School jazz band for 3 years.

WORK HISTORY

Langara College, Vancouver   **January - Present**
Co-op
- Published 10 Knowledge Base Articles that assists in resolving uncommon issues by writing simple and concise steps for staff and students.
- Imaged computers using Software Center Configuration Manager to ensure consistency in campus software.
- Installed computers using proper cable management by planning cable runs and checking cable length to ensure people do not kick or trip on wires.
- Carefully moved damaged hardware by practicing proper posture and technique to ensure hardware is kept as is for insurance.
- Organized and arranged placement of a large-scale shipment of computers and monitors into a small storage closet to ensure ease of access and safety for staff.

- Politely inquired to staff to gather information about errors to solve and restore function for staff using verbal and written communication.
- Politely corrected staff on misunderstandings and misuse of technology to improve user experience using verbal and written communication.
- Updated and maintained inventory items in Microsoft Access by checking and ensuring device names and IP addresses are accurate to reduce confusion regarding owners and locations of equipment.

Stryker Boats, Langley   **January - December 2017**
Video Editor

- Edited shots in Adobe Premier by adjusting colour and framing to better fit promotional videos for the company.
- Adapted shots in Adobe Premier based off feedback given by supervisor to better fit promotional videos for the company.
- Managed work load independently from supervisor by creating and following timed goals to ensure timely completion of videos.

NCIX, Burnaby   **March 2016**
Student Work Experience (unpaid)

- Memorized product numbers and location to efficiently restock supply daily to ensure products were available for purchase.
- Correctly processed invoices in person to efficiently retrieve products from storage for customers daily within two minutes of receiving invoice.
- Dusted and swept store front daily before opening to improve customer experience.

VOLUNTEER WORK

Burnaby South Improv, Burnaby South Secondary   **September 2017 - January 2018**
Coach

- Lead improvisational skill exercises to improve player focus, energy, and group mind.
- Lead open discussions regarding identified problem areas with player skills and player interactions to improve player skills and teamwork.
- Tracked player whereabouts to create and manage an efficient schedule on tournament days to ensure players arrived on time.

InnovateBC, Burnaby   **June 2016 – December 2016**
Android Application Developer

- Assisted in preparing presentation for event by creating animations of the application in use to add visual examples for attendees.
- Collaborated in team discussions by discussing concepts and plans during development.
- Assisted in developing user interface of application in Android Studio using HTML/CSS.

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Technology Leadership, Burnaby South Secondary   **September 2015 – June 2017**

- Calmly explained how to use computers and various Apple devices to school staff members using simple and concise language.
- Politely inquired to staff to gather information about errors to solve and restore function for staff.
- Politely corrected staff on misunderstandings and misuse of technology to improve user experience.
- Logged detailed and concise daily reports in Microsoft Word for supervisor for assessment.
- Quickly resolved software errors by thoroughly troubleshooting the computer to ensure users can continue work.
- Determined what technology to remove from storage by analysing and identifying possible future use and relevance.

EDUCATION

Langara College, Vancouver, BC   **September 2017 – Present**
Associates of Science, Computer Science   *Expected Graduation Spring 2020*

Burnaby South Secondary, Burnaby, BC   **September 2012 – June 2017**
Dogwood Diploma

AFFILIATIONS AND CREDENTIALS

- Driver's License.
- Can hold basic conversations in Cantonese.