Kyle Duong

Calgary, AB T2A 5R8
kyleduong13@gmail.com - kduon839@mtroyal.ca - (403) 397-9389

Skills and Qualifications

Technical
- Experienced with programming languages Java, JavaScript, Python, HTML, and CSS.
- Experienced with data wrangling through Power Bi, Google Sheets and Excel.

Communication
- Instructor experience with delivering STEM programs to youth
- Customer service
- Skills with formulated spreadsheets and utilizing automated calculations; expertise with graphs and visuals to convey necessary data easily
- Create lists of tasks and prioritize items to ensure work is completed thoroughly and in a timely manner.

Education

Bachelor of Computer Information Systems – MRU, Calgary AB   September 2017 - Present
- Dean's honour roll Fall 2021, Winter 2020 and Winter 2019
- Expected year of graduation Winter 2023

Relevant Experience

D2L Migration Support Analyst, Calgary AB   December 14, 2022 - Present
- Resolved +20 tickets and in-person visits a day through effective communication and troubleshooting.
- Educate professors on the functions of D2L and support the transition from BlackBoard.

Sensei, Code Ninjas Willow Park, Calgary AB   January 5, 2022 - June 17, 2022
- Taught and supervised classrooms of up to 16 kids at a time
- Regularly presented new programming topics to children through presentations and demonstrations
- Took initiative to implement ideas around the classroom to enhance the experience for students
- Created a systems analysis of all organizational emails and how they connect to current systems in place
- Extracted customer data and plans to cleanse and visualize information through power bi
- Created transactions and scripts through onflow blockchain

Relevant Projects

Discord Bot (Python)
- Command-based bot for a single discord channel containing at least 100 users
- Restricted commands depending on server roles
- Automated tedious tasks such as message purging throughout different channels
- Created a points system that selected a single user to award individuals points for a month saved on a JSON file

Weather Machine (C++)
- Created a simple weather machine to display real-time temperature and humidity
- First Arduino collected surrounding temperature and humidity and transmitted data through Bluetooth
- Second Arduino received data and displayed data on the LCD screen

Additional Experience

Tire Installer, Costco, Calgary AB   July 30, 2022 - January 10, 2023
- Provided services to customer vehicles such as mounting, balancing, rotations, and repairing flat tires
- Serviced vehicles in an appropriate and timely manner while ensuring accuracy to provide quality work done and meet safe procedure
- Used tire shop equipment in a safe manner while maintaining a clean workspace

Sales Associate, Ghost Armor Crossiron Mills, Calgary AB   June 14, 2022 - September 11, 2022
- Applied customer service experience and marketing concepts to promote additional device protection
- Applied various types of device protection for up to 7 devices an hour
- Worked independently balancing transactions, protection applications, and customer service in a timely manner

Order Assembler, Centennial Foodservice, Calgary AB   February 15, 2021 - August 13, 2021
- Organized orders and quality control to ensure time was spent efficiently Independently analyze orders and locate products to be delivered
- Ensured products were up to standards and customers received the correct items along with any specific instructions

Night Stocker, Costco, Calgary AB   May 23, 2018 – April 16, 2021
- Organized, planned, and rearranged new merchandise to display every product for the following day
- Provided exceptional customer assistance in locating items either in this location or in another
- Committed to ensuring the task is done before the shift ends
- Stocked 15 boards within a one-and-a-half-hour time frame to complete the display standard