

Kyle Duong

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Technical Skills and Qualifications

Technical

- Experienced with programming languages Java, JavaScript, Python, Cadence, 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 important data easily
- Created 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

ProServe - AGLC Smart Training Programs

July 10, 2019 - July 10 2024

Work Experience

Sensei, Code Ninjas Willow Park, Calgary AB

January 5, 2022 - Present

- 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

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 are 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

Waiter/Barista, Enerje Cafe, Calgary AB

August 2017 – December 2017

- Utilizing a strong organizational ability to serve a minimum of five tables at once
- Applied listening to satisfied Accommodated menu items to fit the guest's dietary needs
- Ensured customer satisfaction and return
- Created tasks to complete during slow hours

Waiter, Pho Kim, Calgary AB

July 2017 - September 2017

- Hosted customers by greeting, seating, and taking initial drink orders
- Came in before opening to prepare for the day
- Ensured customers are satisfied with the service and meal to guarantee their return
- Assisted customers with meal accommodations to fit dietary requirements