Vivy Vuong

1-(437)-215-5483 – vivyvuong.dev – vngvy48@gmail.com – https://github.com/Vivy24 – https://www.linkedin.com/in/vivy/

About Me

Highly motivated and results-driven computer programming graduate student with a passion to become a good DevOps in the future. With 2 years of experience in customer support and 3 years of programming, I possess a strong understanding of software development and cloud technologies. My passion in coding and cloud development allows me to quickly identify and resolve complex issues, and staying up-to-date with the latest technologies ensures that I can always bring new ideas and solutions to the table. I am eager to join an organization where I can continue to grow and make a significant impact.

Experiences

Customer Support & Data Entry   09/2021 – Present
Vican Multi-Service | Toronto, Ontario

- Proficiently managed inbound inquiries across diverse communication channels including phone, email, and in-person interactions. Resolved customer concerns promptly and comprehensively, ensuring satisfaction and positive experiences.
- Complete assigned data entry tasks promptly and accurately, consistently meeting deadlines.
- Enter more than 200 data forms daily with over 98% correctness, demonstrating efficiency and attention to detail in maintaining data accuracy.

ITS Student Lab Monitor and Hyflex ambassador – Contract   09/2023 – 11/2023
Seneca | Toronto, Ontario

- Proactively monitor computer Lab rooms and e-classrooms prior to session start, to ensure operation readiness and functionality.
- Checking power, verifying basic functionality of computers, touch pads, podium, AV gear, projectors and other devices placed in computer labs and e-classrooms.
- Assisting faculty and professors in resolving technical issues when using computers, touch pads, podium, AV gear, projectors in the assigned campus zone during class time.

System Developer   09/2022 – 04/2023
Healthcare of Ontario Pension Plan - HOOPP | Toronto, Ontario

- Developed and implemented unit tests using Moq and xUnit. Set up a test pipeline in Azure DevOps to enhance code correctness up to 100% and prevent developers pushing broken code into the application.
- Optimized five micro-services by refactoring, separating data, application, and presentation layers for efficient organization of customer documentation during insurance termination.

Web Developer   09/2021 – 06/2022
Seneca VAS | Toronto, Ontario

- Created a web-based application for Vietnamese student to read and contribute Seneca courses using HTML, CSS and Javascript.
- Maintained, updated and improved VAS website's UI for event promotion using CSS.

Projects

AWS Data Cloud Storage | AWS Services, ExpressJS, NextJS, Docker   Github Repo | Video Demo

- A web application that allows users upload, access, and handle different types of data fragments: text files, JSON data, and images. Supports transforming data, keeping versions, storing, and searching data efficiently.
- Set up robust CI/CD pipelines for automated tests and deploy through GitHub Actions. Implement unit test in Jest and integration tests in Hurl. Deploy to Docker and integrate with AWS services like ECS, ELB, S3 Bucket, DynamoDB, Cognito and Route 53.

Skills

Technology Skills: Cloud computing (AWS) , Programming (C/C++, C#, Java, JavaScript, Python), Linux administration, Software testing, CI/CD workflows (Github Actions), Database design, Web development, Containers, Agile methodologies

Soft Skills: Complaint Handling , Phone & Online Support , Communication, Teamwork, Problem-solving, Adaptability, Time Management, Trilingual Speaker (English, Vietnamese and Cantonese)

Education, Certifications, and Awards

Seneca College	Advanced Diploma. Computer Programming & Analysis	Expected Graduates 05/2024
AWS Developer Associate	Expected Issues 03/ 2024
Microsoft Certified: Azure Fundamentals	Issued 06/ 2021
Seneca Hackathon Smart Cities 2023 – Finalist	Issues 08/ 2023
Seneca Hackathon Sustainability 2022 – TDSB Winner	Issued 02/ 2022