ANDY LE
DEVELOPER & SYSTEMS ANALYST

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Summary of Qualifications

◇ Extensive experience working in high pressure, team-based environments

◇ Understanding of Enterprise Java (J2EE, JSPs, Servlets), C# and .NET, relational and NoSQL database technology, Angular 7

◇ Ability to quickly pickup and understand technology in complex enviroments, working as a team and independently

◇ Developed knowledge on systems analysis processes and created written specifications for new technical system solutions in a team

Education

Diploma - Computer Programmer
2017 - 2019
Sheridan College   Brampton, ON
3.95 GPA

Courses Completed

◇ Enterprise Java Development   ◇ Data Networking Design   ◇ Systems Analysis & Design

◇ Moblie Web Developement   ◇ Systems Admin Linux/UNIX   ◇ Object Oriended UML Design

◇ Database Design & Management   ◇ Windows Administration   ◇ Economics (Micro & Macro)

◇ Web Services w/ C# & .NET   ◇ Interactive UI Design   ◇ PMP Project Management

Programming

◇ Working knowledge of common web technologies (HTML, CSS, Bootstrap, PHP, Javascript ES6, AJAX, Angular 7)

◇ Basic understanding of jQuery, React, Node.js, actively learning

◇ Working knowledge of Java 8 (J2EE, JSP, Servlets, Tomcat), C# w/ (ASP) .NET, SQL & NoSQL (Mongo), Linux scripting

◇ Design, developed and deployed various projects with above languages/technology

◇ Deployed projects to AWS (Amazon Web Services: EC2/Elastic Beanstalk, RDS, S3, Route 53) at andyle.ca

Systems Analysis

◇ Solid understanding of the Systems Development Lifecycle (SDLC) and Agile aproaches of development

◇ Conduct cost benefit analysis and feasibility study, SWOT analysis

◇ Collaborate with team members to analyze, identify and document full system requirements

◇ Familar with PMP project management core knowledge areas

Networking

◇ IP addressing and subnetting, routing and switching knowledge in GNS3 (Graphical Network Simulator) with Cisco IOS

◇ Administration of Windows 7/10 and Server (using VMs), domain controllers, group policies, etc.

Work Experience

Regional Municipality of Peel (Region of Peel)
Technology Service Centre Analyst (Co-op)

December 2018 - May 2019
August 2019 - January 2020
Brampton, ON

◇ Support IT Operations division in day-to-day operations and carrying out departmental objectives

  ◇ Active Directory (accounts, GPO, etc.)   ◇ Azure Intune (iOS device management)   ◇ Outlook/Exchange & O365
  ◇ Avaya Aura VoIP Telephony + Five9   ◇ Pulse Secure VPN   ◇ Microsoft SCCM

◇ Generate, triage and ensure timely completion of tickets for IT issues remotely from Regional employees across various locations, troubleshooting and collaborating with other IT teams

◇ Support IT project rollouts through weekend overtime, provide after hours emergency oncall support

◇ Provide excellent customer service through email, phone and in-person communications

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Canada Computers & Electronics
Sales Associate

June 2016 - June 2018
Mississauga, ON

◇ Advise customers on products to find the most suitable solution resulting in lower return rates

◇ Create quotations for custom computer builds based on customer requirements through analyzing typical use cases

◇ Train new employees on internal systems and product knowledge

Walmart Canada
Customer Service Manager

February 2015 - January 2016
Mississauga, ON

◇ Promoted from Cashier to Customer Service Manager for high customer satisfaction and efficiency. Recognized with 'Associate of the Month' by recommendation of Walmart Home Office

◇ Review appropriate scheduling of frontend associates based on projected customer demand and coordinate frontend staff tasks, breaks and meal times with co-managers/senior management

◇ Manage, audit and balance 25 cash registers daily, ensuring security and accuracy in the process

Volunteering & Other Experiences

ELEVATE Hackathon by TD
Participant/Competitor

September 2018
MaRS Discovery District

◇ Collaborate with team members in performing SWOT analyses, UI design and implementation while working under time-restricted, high pressure environment to deliver project in a weekend

◇ Develop "Smart City" solutions based on three challenge statements and six different judging criteria against 500+ participants in 85 teams

MIT App Inventor Workshop
Instructor Assistant

October 2017
MakerSpace Brampton & **Sheridan College**

◇ Assist participants in using and troubleshooting the MIT App Inventor program allowing the Instructor to maintain pace

◇ An introductory programming class targeted at children and people with no previous experience

Woodlands Robotics Team 4308
Mentor & Coach

2014 - 2017
Woodlands Secondary School

◇ Manage multiple teams' funds and administrative tasks including training

◇ Encouraged communications between sub-teams and enforced project deadlines

◇ GTA West Regional Quarterfinalist twice, and Judges Award in first year of competition