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Tsun Kiu Ernest Tsang

Technical Skills		
Junior Full Stack Developer	**- JavaScript, Nodejs, PostgresSQL, DevOps, React, Redux, Angular**	
MS Office Master Certified Trainer	**- Word, Excel, Access, Outlook, and PowerPoint**	
Adobe	**- Illustrator, Photoshop, Acrobat, and InDesign**	
Additional programs	**-Visio, Crystal Reports**	

Experience

Sept. 2012 – Feb. 2017   Alston Hunt Floyd & Ing

Applications Trainer / Applications Specialist

- Operated a training program for the entire company of 50+ employees in transitioning from programs in 2003 to programs in 2010.
- Providing a vast range of technical support in documentation standards, database analytics, web design, and marketing materials.
- Responsible for training new hires and further training on computers applications for this firm. Training for all levels from how to use the firm's preferred formats to generating reports in Access.

Sept. 2012 – July 2013   Frostcity

Manager and Copywriter

- Create promotions and schemes to attract new customers and maintain the current base.
- Manage the day to day operations of the dessert shop from opening to closing.
- Maintain equipment, products presentation, flavor quality consistency.

Mar. 2010 – Sept. 2012   Ace Studios Inc. / Tetris Online

Quality Assurance and Customer Support Lead.

- Inspected preproduction builds and reported customer feedback to the programmers.
- Collaborate with marketing department on copywriting for advertisements and events.

Jun. 2008 - Mar. 2010   New Horizons of Hawaii

Applications Trainer

- Trained employees from public and private sectors, with programs from Microsoft Office 2003/2007, Business Objects, and Adobe Systems.
- Conducted all day classes on that range from novice to advance lessons to adult students.
- Achieved Top Performance of Applications Instructors recognition twice in the monthly international rankings of New Horizons franchises.
- Certified as Microsoft Office Master Application Specialist.

April 1998 – July 2013   Lucky Knots

Sales Representative

- Obtain interpersonal customer service skills to adapt to customers with various backgrounds.
- Created effective sales tactics and increased frequent customers.

Education

Feb - June 2017   DevLeague

- DevLeague is a full stack app development boot camp. Completed 800 hours of programing experience.

Aug. 2002 – May 2007   University of Hawaii at Manoa

- B.A., Communication and a Minor, Speech