ANNIE KWAN

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Portfolio: akwanmtl.github.io/

SUMMARY

Full Stack Web Developer with vast experience in customer support and troubleshooting. Recently earned a certificate in Full Stack Web Development from the University of Toronto Coding Bootcamp. Always focused on developing user-friendly interface. Previously designed UI, conducted QA and contributed to additional features on an easy-to-navigate application for medical professionals. Efficient when working independently, and a reliable and communicative team member.

TECHNICAL SKILLS

Languages: HTML5, CSS3, Javascript ES6+, SQL, Python
Database: MySQL, MongoDB
Framework: ReactJS, Express, Node, jQuery, Bootstrap, Handlebars, Sequelize, Mongoose
Applications: Heroku, Github, Matlab

PROJECTS

Dev Web | https://github.com/akwanmtl/Dev-Web | http://dev-web3.herokuapp.com/
- Summary: Online portal for developers to get the latest news and podcasts in technology and job listings.
- Role: Build the backend API calls to retrieve data from third party sources and our local database and integrate the data to the front end. Responsible for the tests to ensure the server side runs properly.
- Tools: ReactJS, Mongoose, Express, NodeJS, Tailwind, API

NOVELty | github.com/akwanmtl/NOVELty | https://novelty.herokuapp.com
- Summary: Online community for book lovers. Users can track their reading list and get book recommendations based on users' literary preferences and the NOVELty community.
- Role: Develop the controller aspect of the application, build the third-party API fetch calls, and the user functionality of the website.
- Tools: MVC, Express, NodeJS, Bootstrap, Sequelize, Handlebars, API

From Scratch | github.com/akwanmtl/From-Scratch | akwanmtl.github.io/from-scratch/
- Summary: Online recipe box that tracks user progression in their cooking endeavors.
- Role: Develop the functionality of the application so that the user experience is easy to navigate and interactive
- Tools: HTML, CSS, JavaScript, Semantic UI, jQuery, Font Awesome, API

EXPERIENCE

Technical and Clinical Support Engineer   2017-Present
Innova Medical   Toronto, Ontario
Provide technical support for medical devices to both English and French customers. Provide clinical training to optometrists and ophthalmologists.
Key Accomplishments:
- Troubleshoot software and hardware issues with an average resolution time of 30 min
- Assisted sales representatives at conferences and remotely, increasing sales and building customer satisfaction.
- Perform thorough quality assurance of medical equipment prior to shipment to customers, reducing the numbers of service calls.
- Identify software bugs in detail and communicate with manufacturers to resolve them in future versions for improved user's experience
- Design UI for new image capture software and conduct QA testing. Add and improve software features in Python.

Teaching Assistant   2015-2016
McGill University   Montréal, Québec
Taught a graduate level class on computational neuroscience, limiting student confusion, increasing confidence, and likelihood of success in future career pursuits.
Key Accomplishments:
- Presented Matlab and Simulink tutorials to the class, ensuring that all students understand the concepts.
- Provided assistance to students on their assignments, increasing overall confidence and knowledge in various areas of study

Research Assistant   2012-2013
McGill University   Montréal, Québec
Conducted R&D of enzymatic microbiosensor. Optimized design to detect a D-serine.
Key Accomplishments:
- Efficiently prepared ultramicroelectrodes of high sensitivity, reducing the time to build a large number of sensors for tests.
- Researched and tested multiple methods to deposit the enzyme layer on the microelectrodes, finding the best method that produced consistently an ideal product.
- Co-first author of a published paper in *Analytical Chemistry*.

EDUCATION

Bootcamp Certificate: University of Toronto, Toronto, Ontario
A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

Masters of Engineering, Biomedical Engineering: McGill University, Montréal, Québec
Thesis project: Galvanic Vestibular Stimulation in Primates: Recording Vestibular Afferents during Transmastoid Stimulation. Collaborated with lab members in various experiments and analysis. Programmed custom written MATLAB codes to efficiently analyze the data. Results have been published in multiple scientific articles.

Bachelor of Science, Neuroscience: McGill University, Montréal, Québec