Alison Chan

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Experience

- *Consultant*   *2015 – present*
    - X by 2, Farmington Hills MI
    - Client project: Claims System for a Fortune 500 property & casualty insurer
    - Reimplemented the process of ingesting documents from an auto appraisal vendor, leading to much cleaner code and reduced occurrence of errors
    - Worked with other IT departments (eg. Enterprise Content Management and Financial Systems) to debug integration points
    - Solved production issues and assisted with handling end user complaints
    - Analysed vendors for an internal consulting project to select a SaaS applicant tracking and HR system to replace various home grown applications
- *Research Assistant*   *2013 – 2015*
    - Kettering University Department of Computer Science, Flint MI
    - Organised lab activities for CS491 High-Speed Networking and Distributed Applications course
    - Configured OpenFlow switches for Kettering's Laboratory for Advanced Network Applications
    - Developed and tested OpenFlow controller applications and routing algorithms for the Reliable Communications Protocol
- *Student Caller*   *2012 – 2015*
    - Kettering University Department of Customer Service and Programs, Flint MI
    - Invited prospective students to Kettering open house events
    - Assisted in directing self-guided tour traffic during open house events
    - Followed up with event attendees by phone calls and postcards
- *Software Engineering Co-op*   *2012*
    - Livio, Ferndale MI
    - Developed iOS apps and backend network code for trade show demonstrations
    - Maintained client-facing documentation of Livio APIs
- *Software Engineering Co-op*   *2010 – 2012*
    - New Eagle, Ann Arbor MI
    - Implemented PC applications to interact with embedded control units
    - Created HMI applications to run on embedded display hardware
    - Assisted product managers in evaluating candidate products for distribution
    - Assisted in preparing product marketing materials and internal and external documentation

Education

- *Coursework toward BS Computer Science, BS Computer Engineering*   *2010 – 2015*
    - Kettering University, Flint MI
    - Systems and Data Security concentration
    - International Studies minor

Skills

- *Computer related*
    - *Programming languages*   Java; Python; JavaScript; shell script; LATEX; C (desktop & embedded); C#
    - *Operating systems*   Linux (desktop & embedded); Windows
    - *Networking*   Ubiquiti EdgeOS; OpenWrt; TCP/IP
    - *Collaboration*   Git, Github; AccuRev; JIRA; Trac; SVN
    - *Frameworks*   Apache Camel, Windows Forms, WPF
    - *Development environments*   Eclipse; Visual Studio
- *Technical*
    - *Electronics*   Test equipment (e. g. oscilloscopes, function generators); hand soldering (through-hole & SMD)
    - *Automotive*   CAN, J1939, NMEA2000, OBD2; J1587; basic maintenance & repair