

# Byoungyun Oh

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## PROFILE

Currently enrolled in the Computer Programmer course at Confederation College and expected to graduate on June 7, 2019. However, I can begin as work placement student **starting on March 28, 2019** or starting on April 22, 2019 as a full-time employee.

Previously I was working in the computer game industry as a game designer. Therefore, I have the ability to work under high-pressure in a fast-paced environment very efficiently.

List of the key strength:

- IT Helpdesk experience
- Proficient understanding with the complete software development cycle
- Advanced appreciation of various multicultural work experiences
- Flexibility to work independently or as part of a team
- Effectively communicate with co-workers and clients
- Proficient with collaboration tools such as Git, Subversion, Trac, and Bugzilla

## EXPERIENCE

### Computer Peer Tutor - Student IT Helpdesk

Confederation College | Thunder Bay, Ontario

September 2018 ~ Present

- Technical customer support experience
- Interpersonal communication skill
- Assist another student with computer problems relating to their academic coursework at the College
- Monitoring computer labs to ensure that computer labs are keeping quiet, clean, and secure for everyone

## **IT Help Desk Assistant**

Confederation College | Thunder Bay, Ontario

May 2018 ~ August 2018

- Critical thinking and logical troubleshooting
- Hands-on experience of PC operating system and network system
- Knowledge of network hardware and server configuration
- Technical customer support experience
- Set up and configure computer workstations in a lab environment
- Refactoring PowerShell Script code and create new code for automation deployment software images
- Deploy workstation software images using imaging software to academic computer labs, e- classrooms, as well as College staff computers
  - Deployment method: Microsoft System Center Configuration Manager (SCCM) with Pre-boot Execution Environment (PXE)
- Set-up of computer-related equipment to assist with various College summer projects
- Assist College IT staff with network cabling projects
- Assist College IT staff with general e-classroom equipment maintenance projects
- Assist College IT staff with video conference room maintenance/renewal projects
- Provide general end-user IT support and completion of Help Desk trouble tickets

## **EDUCATION**

### **Confederation College**

Computer Programmer, Diploma | Thunder Bay, Ontario

2017 ~ 2019 (expected)

## **SKILLS**

Languages: C#, SQL, PowerShell, Visual Basic, VBA, Java, Python

Web: ASP.Net, HTML, CSS, JavaScript

Project Tools: Git, Subversion, Trac, Bugzilla

Others: Crystal Report, Microsoft Access