

Phuong-Cat Ngo

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| <https://github.com/catcecilia> |

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SUMMARY

I am a patient care technician turned software engineer who loves assisting and achieving improvement in productivity and KPIs. As a type A person with a background in information science and healthcare, I want to help create products or services that amplify human behavior in a manner that improves efficiency and reduces mental load through the use of programming skills. I am apprenticing in the General Motors High Tech Transition Pathway.

SKILLS

Proficient: Java, Coding

Moderate: Python, C++, Object-Oriented Design, JQuery, JavaScript, Android Development

EDUCATION

Udacity

Java Programming Nanodegree (Software Development)

Sterling Heights, MI

Expected Graduation: October 2022

- High Tech Transition Pathway Scholarship sponsored by General Motors

University of Michigan

Bachelor of Science in Information Science

Ann Arbor, MI

August 2013 - December 2017

PROJECTS

Hotel Management System

https://github.com/catcecilia/hotel_reservation

- Created a command line interface application that uses a two-dimensional array as its main data structure with functions including booking, user creation, room creation, and printing all details of rooms, reservations, and customers

Lottery Number Picker

<https://github.com/catcecilia/lottoNumberPicker>

- Created a graphical user interface application that will automatically pick random numbers for a chosen draw gambling game particular to the state of Michigan

WORK EXPERIENCE

iCode Troy

Coding Instructor

Troy, MI

September 2022 - Present

- Assessed, recorded, and reported on the development, progress, and skills of students every weekly
- Familiarized and became proficient in Scratch, 3D Modeling, PHP, MySQL, JavaScript, Python, Data Science, Machine Learning, UNIX/Linux, networking, Java, raspberry pi, and C++ to develop a rich class curriculum

Diligent Robotics

Clinical Robot Associate

Pontiac, MI

June 2022 - August 2022

- Investigated the requirements for having a more successful onboarding process and created a training product with an emphasis on scalability
- Created records, documented processes, and used debugging software to improve pathing automation

Michigan Medicine

Patient Care Technician

Ann Arbor, MI

May 2021 - May 2022

- Awarded the Making a Difference award for being detailed, resilient, and collaborative in the pandemic

Trupanion

Data Assistant

Seattle, WA

January 2019 - March 2021

- Tested and improved KPI metrics by changing requirements within workflow algorithms

University of Michigan

Information Technology Consultant

Ann Arbor, MI

June 2016 - Dec 2017

- Diagnose and repair/resolve hardware, software, and networking problems
- Used scripting languages and debugging software to resolve client firmware and hardware issues