






Allen Cedric Domingo

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Education

Bachelor of Technology: Information Technology **Kwantlen Polytechnic University**
Surrey, British Columbia

Sept 2019 – Sept 2023

- Graduated with Distinction (September 2023); GPA: 3.7
- Degree specialization in *Mobile and Web Application Development (MWAD)*

Experience

Customer Service Representative **FortisBC**
Burnaby, British Columbia

March 2016 – July 2019

- Analyzed client records, consumption patterns, and other data to resolve billing errors and provide solutions to clients
- Demonstrated ability to explain complex technical concepts in a clear and understandable manner
- Utilized CRM software and database systems to capture and record critical customer information
- Created standardized templates for colleagues to use in client interaction notes and billing investigation reports, as well as other informational documents to assist representatives undergoing training

Projects

Seed Bank Desktop Java Application **Java** **MySQL** **JavaFX** **SceneBuilder** 2022

- Created a desktop application that utilizes Java to allow users to automate seed planting and harvest schedules and generate reports based on previous harvests, aiding users in managing their seed inventory effectively
- Designed a functional graphical user interface (GUI) with features like user authentication, seed inventory management, and dynamic alerts for planting and seed quantity, emphasizing user-focused design
- Utilized a MySQL database hosted with XAMPP to save and retrieve data

MACE Simple Search Engine Python CLI Application **Python** **NLTK** 2022

- Developed a simple search engine capable of indexing and searching through a substantial dataset of over 100,000+ files using Python 3.11, which uses TF-IDF weighting, page ranking, and cosine vector similarity
- Leveraged Natural Language Toolkit (NLTK) libraries for tokenization and stemming to enhance search result accuracy

Skills

- Programming Languages: **Java** **JavaScript** **C++** **Python** **SQL** **HTML/CSS**
- Frameworks: **React** **React Native**
- Platforms: **GitHub** **Visual Studio** **Android Studio** **XAMPP** **phpMyAdmin**
- Other Tools/Platforms: **MongoDB** **MySQL** **PostgreSQL** **Tableau** **Git**

Relevant Coursework

Data Structures, Object-Oriented Software Engineering, Advanced Web Application Development, Content Management & Information Architecture, Web Multimedia, Software Quality Assurance, Mobile Programming, Special Topics in Web & Mobile Application Development, Human Factors and Web Design, Search Engine Principles