

Chi Kwan

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OBJECTIVE

Find an internship, co-op, or part-time position that will utilize my soft and technical skills to deliver projects on time, within budget, while satisfying end-user needs and business requirements

EDUCATION

UNIVERSITY OF FLORIDA – B.S. Computer Science, GPA 3.7

Aug 2017 – Present

VALENCIA COLLEGE – A.S. Computer Programming and Analysis

Completed May 2015

COURSES

Java and C Programming, Data Structures and Algorithms, Linux Shell Scripting, Website Development, Computer Maintenance, Numerical Analysis

CODING EXPERIENCE

C/C++, CSS, HTML, Java, JavaScript, Linux Shell Scripting, MySQL, Python, Excel VBA, Eclipse, Visual Studio, CLion, jsFiddle, Git version control

UT Arlington Hackathon 2018

Created a Python script with BeautifulSoup to mine MLH hackathon data for backend Firebase database
<https://devpost.com/chimingk>

College Coursework

Soft-skills: Delivered a presentation with my group members on the pioneers of computing in capstone project

E-commerce website: Used JSP, MySQL, and PHP to develop an e-commerce site using NorthWind data

Dashboard: Connected Xively's API and used jQuery to graph data from a remote thermostat

C/C++: Read and sorted flight data from binary file using C. Created a postfix notation calculator with C++.

WORK EXPERIENCE

AT&T | TECHNICAL SUPPORT SPECIALIST

Nov 2009 – May 2017

General duties: Resolved inbound calls for all billing and technical issues (phone, laptop, and network config)

Extra organizational contributions:

- Learned basic HTML, CSS, and JavaScript to create software simulators for internal department website
- Developed technical writing skills to create an easy to use 3G Microcell troubleshooting guide
- Automated an attendance auditing process from an hour down to 5 minutes with Excel macros
- Researched business requirements and process improvements techniques for knowledgebase revamp
- Participated in User Acceptance Testing for myAT&T Troubleshoot and Resolve tool before rollout