Kelvin Tsang

New York, NY · Cell: (929)278-6059 · ctsang94@gmail.com · https://www.linkedin.com/in/kelvincktsang

RELEVANT EXPERIENCE

BrainStation   **New York, NY**
Capstone Project - iContract   *April 2024 - July 2024*
- Developed and deployed a full-stack application using JavaScript (ES6+), TypeScript, React (Hooks & Routers) to create a user-friendly platform. Integrated backend functionalities with Node.js and MySQL. Utilized Knex.js for efficient database management.
- Designed a dynamic GUI using modularized React components and React Hooks for reusable components and state management. Utilized MaterialUI for consistent, modern styling and responsiveness across various screen sizes and devices.
- Integrated a real-time messaging system using WebSocket technology, optimizing communication between users with a latency of less than 200ms. Ensured robust data synchronization and efficient client-server interactions.

Accenture LLP   **New York, NY**
SW/App/Cloud Tech Support Sr Analyst   *June 2021 – March 2024*
- Led and produced over 25 town-halls and 50+ Teams live events annually, leveraging Zoom and Cisco collaboration tools to ensure seamless execution, resulting in a 98% client satisfaction rating and a 30% increase in attendance and engagement.
- Automated data workflows using Power Automate to improve accessibility and real-time updates.
- Administered O365 and supported Microsoft Teams for remote collaboration.

Pepsi Bottling Company Of New York Inc.   **New York, NY**
Desktop Support   *November 2019 – May 2021*
- Led IT infrastructure projects, managing the configuration and integration of network components. Applied troubleshooting skills to maintain system reliability and optimize performance.
- Streamlined laptop imaging using PDQ Deploy for faster deployment and efficiency.
- Conducted monthly failover testing for WAN connections across four branch locations and troubleshoot circuit issues related to internet connectivity and VPNs, ensuring network reliability and performance.
- Managed support ticket queue, performed tests of preventative procedures, including backups, restores, and antivirus processes.

TekScape   **New York, NY**
Systems Admin Contractor   *March 2019 – June 2019*
- Handled 20+ end-user support requests and provided proactive and reactive management of client infrastructure within VMware and Microsoft Active Directory environments.
- Supports and maintains user account information including rights, security and systems groups in Active Directory Users and Computer and Office365. Monitored service health for multiple clients in the office365 customer portal.

SKILLS

- **Programming Languages:** JavaScript (ES6+), HTML5, SASS/CSS, TypeScript, React (Hooks & Routers), Knex.js, Node, Vercel, MaterialUI, Node.js, Express, REST, Document Object Model (DOM) APIs, Web APIs, Websocket (Socket.IO), Jira, OAuth, SQL, GraphQL,VCS (Git/Github), Oracle, Testing (Jest, Testing Library)
- **Software:** VMware vSphere, Nagios, IBM AS400, Mac OS, AirWatch, GoToAssist, PDQ Deploy/Inventory, RSA, WebEX, Zoom, iOS, Android, Skype, AWS, Citrix Xenapp, Bomgar
- **Networking:** TCP/IP, DNS, DHCP, VPN, Firewalls, LAN, WAN, VLAN, WLAN
- **Hardware:** Cisco Switches, Servers, Barracuda,Printers, Mobile devices, VoIP/PBX (Avaya), Polycom, Cisco Roomkits
- **Certifications:** CompTIA A+, Network+, Security+, AZ-900
- **Microsoft:** Windows 7, 10/11, Server 2012, 2016, Active Directory, Group Policy, Office 365(On-Premise, Hybrid), Remote Desktop, PowerShell, AltSpaceVR, Teams Live Events, Teams, Power Automate, Azure AD

EDUCATION

BrainStation   **New York, NY**
Software Engineering Bootcamp   *April 2024 - July 2024*

University at Buffalo, The State University of New York   **Buffalo, NY**
Bachelor of Science in Business Administration; Concentrations in MIS & Finance   *May 2016*