

DENNIS CHAU

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🌐 d7chau

TECHNICAL SKILLS

Languages: Python, Java, JavaScript, HTML, CSS

Frameworks & Tools: React, Bootstrap, Git, libGDX

Other Applications: Word, Excel, PowerPoint, Photoshop, Illustrator, Sony Vegas

PROJECTS

Kickz Viewer – React

In Progress

- Built a web-based application that displays a collection of 30,000+ shoes
- Created with the **MaterialUI** framework for enhanced visual appeal and design consistency
- Tested and debugged third party API's integration into app using **Postman**

Fongo SIM Check – Python

May.2020 – Jun.2020

- Developed a program used for verifying and updating the status of customer SIM cards
- Automated interactions between spreadsheet and internal-facing web portals through **PyAutoGUI**
- Distributed to inner team members by generating a lightweight executable using **PyInstaller**

First Personal Website – HTML, CSS, JavaScript

April.2019 – Aug.2019

- Created a **Bootstrap-based** online portfolio to showcase coding and graphic design projects
- Designed various logos and icons for website in **Adobe Illustrator** and **Photoshop**

Splash Shot – Java

Jan.2019 – Jun.2019

- Constructed single-player game to launch a ball into hoops at varying trajectories and difficulties
- Implemented animation by designing a custom sprite sheet for use by in-game graphics

EXPERIENCE

Fongo Inc. – Customer Support & Billing Specialist

Feb.2020 – Sept.2020

- Saved **hours** of work bi-weekly by developing a program that automates SIM verification process
- Reduced strain on downstream support by identifying and resolving **300+ user issues** per week
- Fulfilled customer orders by configuring and distributing SIM cards and ATA systems
- Addressed gaps in payment system by processing transactions for overdue bills over the phone

Harvey's Canada – Cashier, Garnisher

Jan.2018 – Jun.2019

- Processed guest orders, handled cash, and garnished burgers in an efficient manner
- Upheld high standards of customer service during large volume, fast-paced operations
- Adhered to franchise cleaning and inventory maintenance procedures at all times

EDUCATION

Wilfrid Laurier University – Bachelor of Arts

Sept.2020 - Present

- Currently enrolled in a Communication Studies major with a minor in Computer Science
- Expected graduation in 2024