Duc H Giang

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OBJECTIVE

- Desire to contribute to the organization while continuously learning and developing oneself

TECHNICAL SKILLS

Operating System	Windows 7/10, Linux, Mac OS X
Programming Languages	C#, Java, Python (2.7 & 3.6), JavaScript (ES6), Bash Shell
Database Technology	Postgres SQL, MS SQL, MySQL, MongoDB, Firebase, Redis, MS Access
Web Development	ASP.NET, JSP, servlets, HTML5, JavaScript, Materialize, Bootstrap, CSS, jQuery, NodeJS, Express, Angular, Handlebars, REST, JWT, PassportJS
Tools	Visual Studio, Eclipse, NetBeans, JIRA, Confluence, Rapid (Kanboard), Slack, Zendesk, Mercurial, Bitbucket, GitHub, AWS (EC2, IaC, RDS), Postman, Fiddler, HP QTC, Jetty server, AMQ, JetBrains Products

EDUCATION

Computer Programming and Analysis Advanced Diploma 2010 – 2013
Seneca College, Toronto

Bachelor of Commerce - Information Technology Management 2000 – 2004
Ryerson University, Toronto

WORK EXPERIENCE

Software Developer Oct 2015 -
Blueprint Solutions Inc., Toronto ON Oct 2017
- Design solutions and implement code according to specifications and requirement
- Create python/Shell scripts for BIME dashboards, recurring payments, fax polling & ETL
- Built the GeckoBoard Call Center dashboard, tracking customer tech support activities
- Update & modify python script for Twilio Email/SMS messaging registration service
- Integrate 3rd party REST API's for credit card payment processing & outbound fax transmissions
- JSP client servlet for credit card processing credentials validation
- Write custom JRuby scripts for order and pricing update specifications to override/lock prices
- Write SQL update/create scripts for Postgres DB – SQL trigger functions & store procedures
- Design & document specifications for Pricing Update Master Systems (PUMS)
- Write Java front-end and back-end code for pricing update using Spring MVC framework
- Configure AMQ & Open MQ message broker to run Blueprint & PUMS
- Resolve QuickBooks integration issues & skipped messages
- Design and build Jasper/Crystal Reports and develop billable Adobe PDF Insurance claim forms
- Participate weekly scrum meetings on ideas & feedback, update billable hours for custom work

Application Developer
CIBC, Toronto, ON
- Resolved a critical issue on telephony auto hang-ups that saved 3 months' worth of time
- Assist with build and deployment of new product release & patches on to 40,000+ workstations Jan 2013 –
- Provide tier-3 technical support & trouble shooting for production issues relating to branch & May 2015
  call centre applications
- Create VB Scripts for Windows Login, modify Group Policy Objects (GPOs), and edit proxy
  scripts for Internet Access
- Participate in design of new Desktop Integration projects following Agile methodology
- Provide support to backend channel integration and resource management configurations via
  web services
- Investigate and resolve defects on Windows XP/7 desktop applications for branch & contact
  centers
- Implement code fix for production & test environments; assist with application artefact
  migration

- Designed and developed a test harness utility to automate software testing for in-house WCF REST interfaces, filling the gap between unit and functional testing for faster test time via build-deploy-test automation workflow during scheduled builds.
- Created JavaScript libraries via jQuery & Ajax Calls to bridge the integration gap between applications on different platforms using XML/JSON payload and demonstrating feasibility of future compatibility on current enterprise desktop integration.
- Resolved issues from team's checklist, e.g. accessing transit numbers, cross domain request, and Wrapped-Request formats for content payload
- Worked and collaborated with source code management and release management teams to finalize the build-deploy-test process and document new findings and insights that improved the performance on existing system.

Programmer Analyst   2012 – 2013
City of Vaughan, Business Solutions, Vaughan, ON
- Liaise between City of Vaughan's geospatial specialist & project manager, the Seneca's PM facilitator, and the development team
- Used a combination of conventional SLDC and Agile planning techniques to allocate time resources accordingly to weight of importance, and assigning team members to tasks according to their relative strengths
- Create python script for ArcGIS & ArcView map rendering
- Self-assigned task included overcoming backward and forward document compatibility issues using open source SDK
- Perform QA testing on Vaughan Online (VOL) Project and find functional and UI bugs
- Improved upon Waste Collection online application for automated scheduling using C# & ASP.NET, Telerik (AJAX), and iTextSharp for PDF manipulation to save time on manual input
- Assist project manager with City of Vaughan's online parking permit application & deployment resulting in an expedited launch
- Created VB Macro-enabled controls for Excel QA checklists for ease of use amongst fellow colleagues
- Provided recommendation for multiple platform configuration for QA Tests
- Maintained and updated site content of the city's website using Dreamweaver & Photoshop

Chat Room Moderator   2009 – 2012
Webkinz Interactive, Ganz Studio, Woodbridge, Ontario
- Moderate an online live chat kids website with 100+ users to ensure safety of children
- Review problem reports and chat logs to spot out potential dangerous online activities
- Perform Sanity Tests to ensure website tools are fully functioning and operational
- Provide feedback and contribute to the team on any improvement towards Webkinz user experience and operational efficiency

QA Monitor   2005 – 2009
Gemma Communications LP, Toronto, Ontario
- Monitor calls to ensure accuracy and integrity of communications
- Received several awards for outstanding performance and team spirit