Hailey H. Kim

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EDUCATION

University of Nevada - Las Vegas   December 2024
Bachelor of Science in Computer Science, Minor in Mathematics   GPA: 3.55/4.0

TECHNICAL SKILLS

Languages: C++, Python, JavaScript, HTML, CSS
Frameworks/Technologies: Angular, Node.js, Tailwind CSS
Databases: MySQL, HeidiSQL, Firebase
Tools/Software: Git, Xcode, Visual Studio
Operating Systems: Linux, Windows, MacOS

WORK EXPERIENCE

Customer/Tech Support Specialist
MagicDoor   Aug. 2025 – Present
- Troubleshot technical issues, review system logs, and identify root cause of user-reported problems.
- Documented clear, step-by-step bug reproduction scenarios to enable engineers to reliably reproduce and fix issues.
- Created detailed bugs and feature request tickets based on user feedback and observed system behavior.
- Validated new features in browser-based test environments and reported issues to the engineering team.
- Collaborated with engineering teams to clarify requirements, reproduce issues, and verify fixes.
  - **Tools Used:** GitHub, Grafana, Mattermost, Intercom, RingCentral, Google Workspace

IT Student Lab Monitor   Aug. 2022 - Dec. 2024
UNLV Office of Information Technology
- Assisted students daily with device loan requests, including ticket creation, providing essential information, and managing pickups/returns.
- Supported students with hardware and software access, troubleshooting software installations, printer setups, and network connectivity.
  - **Tools Used:** TeamDynamix Ticketing Systems, Slack, Workday, RebelPrint-ADMIN, Escanear

PROJECTS

Sorting Algorithm Visualizer (React + Vite)   December. 2025 – Present
- Developing an interactive system where completing daily habits and mental well-being logs triggers real-time evolution of virtual characters and room elements.
- Implementing a "venting" module for emotional release, integrating Firebase for real-time data persistence and character state updates.

Sorting Algorithm Visualizer (React + Vite) – [GitHub](#)   Feb. 2025 – Mar. 2025
Languages: HTML, CSS, JavaScript
- Developed a responsive web application using React and Vite for fast performance and efficient development.
- Implemented Bubble Sort, Merge Sort, Selection Sort, Quick Sort, and Insertion Sort with step-by-step animations.
- Enabled real-time speed control for adjusting sorting execution time dynamically.
- Deployed the project using Vercel.

Toebeans (Senior Design Group Project) – [GitHub](#)   Aug. 2024 – Dec. 2024
Languages: TypeScript, HTML, CSS, JavaScript, Python
- Collaborated with a team of 7 classmates to develop a platform integrating pet adoption and foster services.
- Created a user-friendly event page using Angular, ensuring a responsive design and seamless user experience.
- Built an event registration portal to simplify sign-ups for adoption and foster events.
- Enhanced platform security by implementing an auth guard service to secure routes and enforce authentication logic.

Personal Website – [GitHub](#)   Aug. 2024 – Present
Languages: HTML, CSS, JavaScript
- Developed a responsive personal website from scratch using HTML, CSS, and JavaScript.
- Built interactive UI elements, including dynamic text effects and a mobile-friendly navigation menu.