

# Hailey H. Kim

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## EDUCATION

University of Nevada - Las Vegas  
**Bachelor of Science in Computer Science, Minor in Mathematics**

December 2024  
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

## IT EXPERIENCE

### Customer/Tech Support Specialist

*MagicDoor*

Aug. 2025 – Present

- Provide customer assistance through email, chat, phone, and video-call meeting by answering inquiries and resolving issues.
- Troubleshoot technical problems, review system logs when needed, and escalate to the engineering team when needed.
- Create support tickets for bugs and feature requests based on user feedback.
- Review and verify business information submitted by users, following up for additional documentation as needed.
  - Tools Used:** GitHub, Grafana, Mattermost, Intercom, RingCentral, Google Workspace

### IT Student Lab Monitor

Aug. 2022 - Dec. 2024

*UNLV Office of Information Technology*

- Assisted 15-20 students daily with device loan requests, including ticket creation, providing essential information, and managing pickups/returns.
- Supported 10 students per day with hardware and software access, troubleshooting software installations, printer setups, and network connectivity.
- Demonstrated reliability through general lab maintenance, ensuring student safety and compliance with lab policies.
  - Tools Used:** TeamDynamix Ticketing Systems, Slack, Workday, RebelPrint-ADMIN, Escanear

## PROJECTS

### 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 (constantly updated)

*Languages: HTML, CSS, JavaScript*

- Developed a personal website from scratch to showcase projects and technical skills.
- Implemented a typewriter effect using JavaScript, simulating terminal-like text typing out commands, followed by a sequential reveal of personal information.
- Designed the site to be responsive across different devices, with a mobile-friendly navigation menu that toggles visibility using JavaScript.
- Deployed the website using GitHub Pages, managing the code with version control through Git.