**NGOC TAM NGUYEN (JOHN)**

(825) 288-0437 – [ngoctam.nguyen@edu.sait.ca](mailto:ngoctam.nguyen@edu.sait.ca)

hinntam.vercel.app – Calgary, AB

**PROFESSIONAL PROFILE**

* Currently a student in the Software Development program at SAIT, seeking an IT Technical Services Summer Student position.
* Strong problem-solving skills with hands-on experience in IT infrastructure, hardware lifecycle management, and technical support.
* Experience troubleshooting network issues, imaging, patching, and deploying end-user devices. Proficient in both software development and IT operations, ensuring a well-rounded technical background.
* Excellent communication and teamwork abilities, demonstrated through collaborative projects and client interactions.

**TECHNICAL SKILL**

* IT Infrastructure & Support: Desktop imaging, patching, hardware lifecycle management, device deployment, ServiceNow.
* Networking: Basic network troubleshooting, Wi-Fi connectivity issues, cabling, and port configuration.
* Operating Systems: Windows, macOS, Linux. Software & Tools: Microsoft Office (Word, PowerPoint, Excel, Outlook), Git, Postman, Agile methodologies.
* Programming Languages: JavaScript, TypeScript, Java, Python, C#, HTML5, CSS3. Front-End Development: React, Next.js. Back-End Development: Node.js, Express.js, ASP.NET. Databases: MongoDB, MySQL, Oracle, SQLite. Cloud & APIs: Google Cloud, AWS, RESTful APIs.

**EXPERIENCE**

**Networking Service**  **September 2024 - Present**

**Role: Technician**

Connect Abode | Calgary, AB

* Installed and configured smart home devices including light switches, security cameras, speakers, and smart locks.
* Resolved connectivity issues and provided troubleshooting support for smart home integrations.
* Installed new Wi-Fi hardware, sensors, detectors, powered window blinds.
* Installed a new smart lock, smart devices, different brands and types.

**PROJECT**

**SAIT Capstone Course Project** **–** **React Solution January 2024 – April 2024**

Southern Alberta Institute of Technology (SAIT) | Calgary, AB

**Position: Developer**

* Led a multi-disciplinary team of 5 in creating a driving class 7 mobile application on Visual Studio by React Native and database MongoDB, back-end NodeJS.
* Created responsive, cross-device layouts to ensure seamless functionality on various screen sizes.
* Designed and implemented responsive, cross-device layouts for seamless user experiences.
* Developed practice questions and sample exams for targeted assessment preparation.
* Utilized RESTful APIs to communicate between the front-end and back-end.
* Conducted component testing to ensure code quality and maintainability.
* Link: [**Google Play Store**](•%09https:/play.google.com/store/apps/details?id=com.codewithnguyen.todoalbertadriving)

**SAIT Capstone Course Project** **–** **Master Parking Application August 2024 – December 2024**

Southern Alberta Institute of Technology (SAIT) | Calgary, AB

**Position: Developer**

* Developed and implemented 100% of the page navigation features..
* Designed UI components for navigation based on detailed requirements and Figma prototypes.
* Incorporated team feedback, improving application usability and reducing reported issues by 95%.
* Integrated Google Maps API for optimized navigation functionality.
* Conducted thorough testing to ensure quality and performance.

**SAIT Capstone Course Project** **–** **Sprout Mobile Application August 2024 – December 2024**

Southern Alberta Institute of Technology (SAIT) | Calgary, AB

**Position: Developer Lead**

* Led a development team of 3 in building the Sprout plant care application.
* Designed and implemented 100% of the database schema using MongoDB.
* Built a scalable system for efficient data storage and management.
* Developed a RESTful API with Express.js in Node.js to improve server-client communication.
* Integrated an open API for weather-based plant care recommendations.
* Performed API testing using Postman to ensure data integrity.

**RELATED EXPERIENCE**

**Software Development Diploma January – April 2024**

Southern Alberta Institute of Technology (SAIT) | Calgary, AB

**Role: Developer**

* Web development by using React, NodeJS, and mobile development in React Native.
* Familiar with database programming relationships (Oracle) and non-relationships (MongoDB).
* Object programming language including structure and algorithms.
* User interface & user experience design.
* Good communication both verbally and speaking.

**SAIT Capstone Course Project -** **Python Solution January 2024 – April 2024**

Southern Alberta Institute of Technology (SAIT) | Calgary, AB

**Role: Developer**

* Collaborated with team of 4 members to analyze and create a Book class on Visual Studio using Python to perform functionalities based on requirements and management sources by Git.
* Created a separate branch in GitHub for each group member to manage changes before merging the branch
* Managed time effectively while working independently by following scheduled group meetings and responding to messages on Teams
* Deployed unit tests for class methods to ensure compliance with requirements

**VOLUNTEER EXPERIENCE**

**Volunteer April 2024 – Present**

Calgary Food Bank, Calgary, AB

* Attended oriented for a special event.
* Committed true time and safe work in a warehouse.
* Assisted in special events including Purolator Tackle Hunger and Quarry Park co-op stampede breakfast.
* Collaborated with the team in the warehouse to divide separate food.

**LANGUAGES**

* Fluent in English and Vietnam.

**REFERENCES**

* Haythem Shakarchi - Founder, Connect Abode (587) 894-1783 haythems@gmail.com.