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| nancy hou  E-Mail: [nancyhou958@gmail.com](mailto:nancyhou958@gmail.com) |Phone no.: 647-676-4790 Portfolio: https://portfolio-eight-rho-68.vercel.app/  LinkedIn: [www.linkedin.com/in/nancy-yu-hou/](https://www.linkedin.com/in/nancy-yu-hou/) | |
| about me:  A results-oriented, determined, and self-driven individual, with over 5 years of experience in computer programming, IT service desk and system administration. Passionate technology enthusiast seeking to join a fast-growing, tech-centric company to deliver significant value to end users in a challenging and exciting environment using cutting edge technologies. | work experience: SOFTWARE TESTER – UNIVERSITY OF TORONTO **Oct 2022 – Aug 2023**   * Evaluate programming code to ensure its validity, compatibility and ensure it meets the required standards. * Build and maintain websites, webpages using C# and JS and databases with MS SQL * Stress test and troubleshoot websites from an end user perspective to root out any technical issues. * Create/edit/refine user guides and tutorials. * Prepare/import data into MS SQL databases. * Write stored procedures and scripts for MS SQL testing and uploading/modifying DB. * Report and manage issues on Jira Board  IT SERVICE DESK LEAD – COMPUGEN **Mar 2020 – Mar 2023**   * Identify, monitor, and analyze technical issues, alerts, IT risks and provide a plethora of application support. * Delegate tasks to team members and empower them to take on new challenges, being certain to provide ongoing feedback that focuses on their professional growth. * Train analysts on a multitude of clients as well as create other training material to assist analysts and users alike. * Conduct regular ticket audits to ensure SLAs are met and provide guidance to Analysts where required.  ENGINEERING ASSISTANT – REGION MUNICIPALITY OF YORK **Apr 2019 – Aug 2019**   * Assisted with identifying, reviewing, and refining the requirements of the department to prepare appropriate business plans. * Write VBA code to search, analyze and edit excel sheets using macros. * Attended off-site audits in reference to active projects as required.   education: UDEMY – React 2023 **-** [React – The Complete Guide 2023 (including React Router and Redux certificate](Development/React%20Certificate.pdf) Freemote Bootcamp 2022-2023 **-** Freelance Developer Bootcamp  - React Developer Bootcamp Seneca College 2016-2019 Computer Engineering Technology Advanced Diploma |
| skills:   * Programming (C/C++, C#, Python, PHP, HTML, CSS, JavaScript, TypeScript, React.js, Next.js, TailwindCSS, VBA, MaterialUI, Bootstrap etc) * Full-stack Development * Responsive Design * Software Testing * Design using Figma * Version Control – GitHub and TortoiseSVN * System Administration * IT Tier 1 & 2 Support * Ticketing tools (Jira, ServiceNow and Cherwell) * Database (MySQL, SQL Server, MS Access, MongoDB, Oracle) |
| projects:  **Portfolio –**  Github: <https://github.com/hxynh/Portfolio.git>  Vercel: <https://portfolio-eight-rho-68.vercel.app/>  **Youtube –**  Github: https://github.com/hxynh/Youtube.git  Vercel: https://youtube-8scire1z7-nancy-hous-projects.vercel.app/  **Meetup –**  Github: https://github.com/hxynh/meetup-nextjs.git  Vercel: https://meetup-nextjs-tau.vercel.app/  **Events –**  Github: https://github.com/hxynh/Events.git  Vercel: https://events-nu-three.vercel.app/ |