

# JIN TANG

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## ABOUT ME

Professional Interests	Technical / Customer Support Analyst
Technologies	SQL, Java, Agile, Jira, Sales Force, Software Testing
Languages	English (professional), Mandarin (native)
Interests	Cooking, Travelling
Legal Status	Canadian Citizen
Website	<a href="https://jin-tang.netlify.app/">https://jin-tang.netlify.app/</a>
LinkedIn	<a href="https://www.linkedin.com/in/jin-t-199582130">linkedin.com/in/jin-t-199582130</a>

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## EMPLOYMENT

Vibe HCM

Customer Technical Support

Saskatoon, SK (June 2021 – August 21, 2021)

- Worked effectively as a member of a team to respond to client reported and system reported issues using the technology tools and techniques employed by Vibe HCM
- Investigated the sources of the issues reported and communicate an effective solution to the problem that will address the current need and reduce support requirements in the future
- Exercised professionalism with expertise in communicating with clients using email, phone, and CRM systems (Salesforce and JIRA)
- Interfaced with development and professional services teams to drive resolution for change requests and product enhancements
- Made decisions based on established policy and procedures and set realistic and achievable expectations for deliverables
- Worked in and promote an effective team environment, including sharing information and supporting others success
- Led or participated in other assigned projects

## INTERNATIONAL ROAD DYNAMICS

Software Developer & Quality Assurance Engineer

Saskatoon, SK (May 2018 – Sept 2019)

- Applied Java/IntelliJ for backend and PHP/Laravel with React for frontend.
- Worked as part of a Scrum-based agile software development team
- Participated in development, implementation, and testing of a web-based information management system which provides a core platform of data services including reports tailored to the agencies' needs, standardized automated data quality checks and data exports that satisfy all Federal or third-party reporting guidelines.
- Generated and format report by using SQL queries.
- Performed unit testing and code reviews.
- Git version control, JIRA ticketing.
- Utilized ansible to automate deployments in local and AWS environments.
- Worked with Ubuntu Linux Virtual Machines hosted via Hyper-V or VMWare.

**EDUCATION**

University of Saskatchewan

Bachelor of Science in Computer Science

Saskatoon, SK (2015 – 2020)

- Minor in Mathematics
- 2016 NSERC Undergraduate Student Research Award (USRA)
- Cumulative Weighted Average – 81.57% (GPA 3.7)
- Internship with International Road Dynamics (16 months)

**PROJECT**

- Used the Ethica (<https://www.ethicadata.com/>) smartphone app to implement a study sampling data on participants.
- Machine Learning project on Bayes, KNN and others
- International Road Dynamics project – <http://www.vi2m.com/>