# 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 <https://jin-tang.netlify.app/>

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**EMPLOYMENT**

VibeHCM

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
* Leaded 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/