JENSEN (JEN) TRAN

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EDUCATION

Candidate for Honours Bachelor of Mathematics in Mathematical Studies, Fine Arts Studio Minor
University of Waterloo, Waterloo, ON

September 2011 – Current

TECHNICAL SKILLS

Proficient in:	HTML5, CSS3, Javascript
Familiar in:	C/C++, Java, PHP, Python, C# on .NET
Frameworks:	AngularJS, NodeJS, ReactJS, Earl Grey
Productivity:	Git, SVN, Microsoft Office
Graphics:	Adobe (Photoshop, Premiere, After Effects), Paint Tool SAI, Clip Studio Paint

LIFE SKILLS

Intrapersonal:	Organized, punctual, independent, strong desire to learn, quick to adapt
Interpersonal:	Works well in teams, strong listening and receptive skills, asks questions for clarity

WORK HISTORY

Junior Technical Support Specialist (Full- and Part-Time)
University of Waterloo, Waterloo, ON

September 2013 – Current

- Offered troubleshooting assistance to clients regarding personal computing and on-campus networking
- Performed thorough malware scans and installations of Windows, OS X, and Linux operating systems
- Created and maintained technical support documentation on internal Sharepoint site
- Participated in training sessions and workshops for additional customer service experience

Agile Test Engineer (Full-Time)
Pivotal, Toronto, ON

May – August 2016

- Proficient in exploratory testing and story verification in an Agile environment
- Developed iOS tests using Earl Grey UI automation framework
- Paired-programmed with team members using Java to develop a mock response server to assist in testing

Front-End Web Developer (Full-Time)
Media Classified Corporation, Vaughan, ON

May – August 2015

- Developed TrainingPlaces.ca, a MEAN website following Scrum (Agile) software development methodology
- Utilised a variety of API's such as Google Maps and Mandrill as well as various open source technologies
- Maintained the team's Git repository using the feature branch workflow

- Collaborated in creating user stories as well as making web programming and design decisions

Web Application Co-op (Full-Time)   May – August 2014
Environment Canada, North York, ON
- Collaborated in a team in providing technical support for their content management system (CMS)
- Developed new features for the internal Publishing Tool to simplify web page publishing using the .NET Framework in C#
- Wrote and ran test cases on web publishing tools as well as technical and user documentation

Technical Writer (Full- and Part-Time)   January 2013 – April 2014
RamSoft Inc., Toronto, ON
- Maintained and updated various user manuals and release documents using SVN
- Collaborated with QA, development, and marketing to ensure documentation is precise and clear

Junior Software QA Analyst (Full-Time)   June – August 2012
RamSoft Inc., Toronto, ON
- Tested applications and software on a Windows server network of multiple workstations
- Wrote and performed various regression and sanity tests on PACS medical radiology software

OTHER EXPERIENCE

Vietnamese Student Association Executive   September 2013 – April 2014
University of Waterloo, Waterloo, ON
- Part of the marketing and media team involved in promoting various VSA events
- Created a website for the club using Zend's Foundation framework and PHP

Facebook Hackathon Participant   January 2014
University of Waterloo, Waterloo, ON
- Worked in a team to develop a residence budget program for off-campus students

Math Society Volunteer   May – August 2013
University of Waterloo, Waterloo, ON
- Fulfilled office hour duties involving calculator checks, poster regulations, and sign-outs

AWARDS AND RECOGNITION

Vietnamese Association of Toronto Scholarship – Mississauga, ON   January 2012
Queen Elizabeth II Aiming for the Top Scholarship – Kitchener, ON   August 2012
University of Waterloo Merit Scholarship – Waterloo, ON   May 2011
1st in Graphic Design, Ontario Technological Skills Regional Competition –   March 2010
Kitchener, ON

ACTIVITIES AND INTERESTS

Drawing, playing and collecting video games, fiddling with electronics and software