Kalden Yugyel Dorji

[Portfolio](#) | [Github](#) | [LinkedIn](#) | (929) 304-1999 | kalden.dorji01@gmail.com

EXPERIENCE

Systems Specialist | Toptier Wireless LLC | Northvale, NJ | Jan 2025 - Present
- Responsible for SQL database querying and management of incoming and pre-existing inventory
- Resolved IT support tickets, troubleshooting issues across devices, networks, and software

Data Scientist Intern | Pollentia Inc. | Texas, USA |March 2024 – July 2024
- Developed a simulation based in Python on maritime vehicle collision avoidance and navigation
- Researched and presented a time-based marine lighting system using Raspberry Pi and photo sensors

Delivery Associate | Uber | San Francisco, CA | May 2023 - December 2024
- Completed 1,600+ deliveries across 15,750+ miles with consistently high customer satisfaction and 5-star ratings
- Delivered exceptional customer service through clear communication, reliability, and professionalism
- Optimized delivery routes using navigation tools and real-time decision-making to improve efficiency and reduce delays

Retail Associate | L.L.Bean | Yonkers, New York| August 2021 - January 2023
- Provided customer support by quickly resolving issues, helping reduce response times and improve customer satisfaction
- Trained co-workers on Point of Sale systems and company policies, improving team productivity and reducing transaction errors, with noticeable gains in customer feedback

Freelance Software Tester | PlaytestCloud | Berlin, Germany | April 2021 - April 2024
- Validated software through dynamic testing to ensure functionality
- Reported, documented, and resolved software issues through detailed bug tickets and feedback

Freelance Quality Assurance Tester | Gamercraft| Boston, Massachusetts | July 2020- July 2021
- Conducted manual and automated functionality testing and documented assessments for developmental concerns and suggestions

PROJECTS AND PUBLICATIONS

Dorji, K. Y. (2024). *"Computational Technique To Assure Quality of Medical Terminologies."*
- Utilized Word2Vec in Python to analyze large-scale medical databases, identifying critical terminology gaps that impact data clarity and patient care in healthcare informatics

EDUCATION & CERTIFICATIONS

Bachelor's Degree: Hons. Computer Science (Magna Cum Laude) | Manhattan College | Bronx, NY
Certifications: CompTIA Security + (July 2025)

SKILLS

Languages: Python, C, SQL, and R
Software: Wireshark, Splunk, Active Directory,
Domain Knowledge: POS, Customer Relations, Customer Service, CompTIA Security+ domains – Risk Management, Threats & Vulnerabilities, Security Operations, and Security Architecture