Kevin Kim

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Summary

- ❖ Technologies Used: JavaScript, ReactJS, Java, C#, SQL, Git, Swift, Bash, HTML, CSS
- ❖ Full Stack Development, Object-oriented Programming, Windows environment, Technical Support
- ❖ Strong problem solving, communication & collaboration and desire to learn new technologies.

Work Experience

System Analyst Co-op | SystemMicro   *February 2020 – April 2020*

- Conduct extensive research and learn modern IT Service Management systems to observe and replicate workflows to fulfill client needs.
- Used In-house technology, Intellect – Cloud based enterprise quality management solution to create templates with drag & drop features following the flow of logic satisfying client requirements.
- Work in a team of two to model a modern IT management system to handle multiple conditions and criteria in an easy to use effective format.

Service Desk Analyst Co-op | Region of Peel   *May 2019 – September 2019*

- Level 1 System Admin operations using Microsoft Windows Server 2012 using remote tools.
- Support and Resolve general Level 1 IT client issues over calls and e-mails: MS Office Suite, MS Operating Systems, MS Active Directory, Group Policies, Shared Files and Printers. Handled over 5k clients with over 100 tickets daily within the team.
- Communicate higher priority issues with the team by logging through HP OpenView and or the Knowledge Base and escalate it to the appropriate higher-level support groups.

QA Automation Developer Co-op | TD Securities   *September 2018 – December 2018*

- Migrate automation setups from one Linux server to another. This process included delinking all the CI setups within the system and relinking in the new system. Result allowed ample space for the development and the QA team for deployment and testing within the server.
- Improve older SQL scripts to fetch data by merging them into a single one-click job, speeding up the process up to 3x the time using PL/SQL & Rundeck.
- QA environment testing & deployment: Deploy builds within the QA server to note key changes with each version through text comparison-based regression tests and communicate to the development team of such changes.

Education

Software & Network Engineering | Advanced Diploma   **Mathematics Specialist**| Incomplete
Sheridan College   University of Toronto
September 2016 – April 2020   *September 2012 – April 2014*

Projects

Website | kimkev.github.io | Dec 2020 – PRESENT

- ❖ HTML, CSS and bootstrap to build a website to layout projects

React Projects | kimkev.github.io/ReactPage.html | Jan 2021 – PRESENT

- ❖ ReactJS, HTML to build a basic to-do list. Currently working on other applications