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St. Paul, Minnesota

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Koua Thao

Software Engineer

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Summary

Demonstrated expertise in technical support and software engineering, with a robust focus on Java and Python technologies. Possess in-depth knowledge of C/C++, Java, Java Servlets, and Java Beans. Proven track record in problem-solving and adept at troubleshooting to identify and address the root causes of issues. Conducted personalized tutoring sessions with students, providing one-on-one guidance on solving various computer science problems. Known for a strong work ethic, strong integrity, thriving equally in collaborative team environments and individual settings.

Education

Metropolitan State University, Saint Paul, MN
Bachelor of Science: Computer Science, 2022
>Coursework:
>Programming with Objects, Object-Oriented Design, Parallel/Distribute Algorithms, Algorithms/Data Structure, Database Management Systems.

Saint Paul College, Saint Paul, MN
Associate of Science: Computer Programming, 2019
>Coursework:
>Web Fundamental, Networking, Structure in Computer Programming, Java, J2EE-JSP & Servlets, Logic, Database Management.

HarvardX
Certificate in CS50, 2024
>Coursework:
>C, Arrays, Algorithms, Memory, Data Structures, Python, SQL, HTML, CSS, JavaScript, Flask, Emoji

Project

Lake Finder
>Designed and implemented an intuitive and visually appealing lake detection system, leveraging advanced geospatial technologies. This innovative solution enables efficient identification and location tracking of lakes, showcasing a strong commitment to cutting-edge technology and spatial visualization in environmental data analysis.

Used: HTML, CSS, JavaScript, Leaflet, Selenium

Hotel Booking Tool
>Proposed and executed an innovative 24/7 check-in/check-out enhancement system for hotel operations, optimizing customer experience. This streamlined solution empowers guests with flexibility, ensuring seamless transactions at any hour. Demonstrated a proactive approach to improving operational efficiency and customer satisfaction in the hospitality industry.

Used: HTML, CSS, Java, SQL, JavaFX, JUnit

ETH (End Time Harvest) Media Create

This website serves as a platform to showcase the diverse talents of ETH Media's team, effectively harnessing their skills for various purposes, including photo and video editing, as well as marketing initiatives. By providing comprehensive profiles, it facilitates informed hiring decisions, ensuring clients understand everyone's strengths and expertise.

Used: HTML, CSS, JavaScript, PHP, MySQL, WordPress.

Ava Totoe

The Portfolio of Ava Totoe highlights her accomplishments and aspirations, offering a detailed look at her journey and ambitions. It showcases her creative endeavors, from artistic projects to innovative pursuits, reflecting her unique talents and dedication. Additionally, it features her travel experiences and the insights gained from them, illustrating how these adventures have shaped her perspective and fueled her growth. This portfolio not only celebrates Ava's achievements but also provides a glimpse into her dynamic and inspiring life.

Used: HTML, CSS, JavaScript, PHP, MySQL, WordPress.

Maia Totoe

The Portfolio of Maia Totoe is a comprehensive showcase of her diverse achievements. It highlights her notable endeavors in sports, artistic pursuits, and modeling, reflecting her multifaceted talents and dedication. Additionally, it captures her entrepreneurial spirit and relentless drive to pursue her own ventures, demonstrating her ambition and determination across various fields. This portfolio not only celebrates her accomplishments but also provides an in-depth look at her journey and the passion she brings to every aspect of her life.

Used: HTML, CSS, JavaScript, PHP, MySQL, WordPress.

Skills

Programming Language: Java | Python | C | C++ | C# | PHP | Ruby

Web Development: HTML | CSS | Bootstrap | JavaScript | Node.js | React.js | Vue.js | Leaflet.js|

Test Tool: Selenium | Beautiful Soup | Junit | Spock

Database Management: SQL | MySQL | T-SQL

Frameworks and Technologies: Java EE (J2EE) | Spring | Microservice**s** | PHP | Ruby

Version Control: GIT

Networking: LAN/WAN | IPv4/v6

System Administration: SCCM | Active Directory | Command Prompt | PowerShell

Other: Agile | Software Development | Project Management | JavaFX

Work Experience

End Time Harvest Entertainment Studios

Web Developer Internship 2024- Present

- Architecting elegant user interfaces with HTML, CSS, and JavaScript to optimize usability and engagement.
- Harnessing cutting-edge front-end frameworks like React, Angular, or Vue.js to construct dynamic and immersive web applications.
- Seamlessly blending front-end and back-end technologies to deliver fully functional and cohesive web solutions.
- Utilizing Node.js, Python, Ruby, or PHP to architect scalable and efficient server-side solutions.
- Executing rigorous testing procedures to uncover and rectify defects and optimize performance in web applications.
- Collaborating with cross-functional teams to create documentation that aligns with project requirements and objectives.

Upwork, Fiverr

Freelance Software Developer 2023-Present

- Leverages coding languages such as Java, C++, HTML, CSS, and JavaScript as per project requirements, demonstrating versatile programming skills.
- Maintains code currency by promptly updating to the latest versions, especially for languages like Java, ensuring both feature enhancements and security updates are incorporated as soon as they become available.
- Ensuring strict adherence to object-oriented design principles.
- Collaborated with clients to analyze requirements and applied changes for product improvement.
- Implemented version control using GIT for efficient software management.

IDC Technologies - Boston Scientific, Arden Hills, MN

Sales Support VBar, 2022 – 2023 | 2019 - 2021

- Consistently surpass monthly targets with a first-call close rate exceeding 90% and maintaining a customer service rating of over 90%.
- Developed comprehensive documentation to facilitate troubleshooting for end-users, colleagues, and management, showcasing effective communication and problem-solving skills.
- Attentively engaged with end-users, fostering a positive and enriching experience.
- Thoroughly documented and skillfully configured solutions within ticket queues and knowledge articles.
- Employs a compassionate approach to cultivate meaningful relationships with clients.

IDC Technologies - Boston Scientific, Arden Hills, MN
Technical Support Engineer 2021-2021

- Reconfigured and optimized network architecture, resulting in a 40% decrease in latency and a 20% increase in network speed.
- Document or configure solution either in ticket queue or/and knowledge article and share with team about solution.
- Strategically engineered, performed, and rigorously tested innovative software solutions, resulting in the automation of ticket processing and a substantial reduction in SLA (Service Level Agreement) timelines. Demonstrated a commitment to operational efficiency and excellence in service delivery.
- Orchestrated seamless user access to SAP applications, including myLearning, by expertly configuring user profiles. Ensured streamlined and efficient utilization of SAP resources, contributing to enhanced productivity and user experience.

CoreLogic, Bloomington, MN
Desktop Support, 2017 – 2019

- Design, manage, and engineer software to automate ticket queues to drop customer wait time by more than 80%.
- Thoroughly tested software applications and embedded devices to identify and rectify bugs, ensuring optimal functionality for end-users.
- Engineered and oversaw the production of a robust server infrastructure, dedicated to seamlessly restoring computers to their current operating systems and facilitating the refresh process for over 300 computers.
- Delivered personalized deskside technical support to VIPs and a diverse user base of over 300 on-site individuals.
- Troubleshot local network issues. Escalated the issue if it requires the network team assistance.