

# Melissa Louise Bangloy

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## WORK EXPERIENCE

### Fujitsu Network Communications

Montreal, QC

#### IT Support Specialist

July 2023 – December 2024

- Conducted post-upgrade assessments on critical infrastructure, including network security measures, IP cameras, and firewalls, leading to a 15% improvement in network reliability.
- Collaborated with cross-functional teams to enhance system performance and data security, ensuring smooth operational continuity and minimizing disruptions.
- Maintained and troubleshooted enterprise-level network systems, gaining valuable experience in IT infrastructure management

### Volkswagen

Montreal, QC

#### Operations Support Representative

August 2023 – January 2024 (Concurrent with Fujitsu role)

- Audited and validated 100% of incoming funding documentation within designated SLA timeframes, reducing processing delays by 15% and ensuring timely fund disbursement.
- Implemented a rigorous verification system for signatures and contract details, successfully identifying discrepancies in 8% of cases and facilitating immediate resolution to uphold contractual integrity and expedite funding approval.
- Developed strong attention to detail and process optimization skills in a fast-paced automotive finance environment

## EDUCATION

### Vanier College

Montreal, QC

#### AEC Software Development: Secure Desktop, Mobile & Web Applications

Expected Completion: November 2025

- **Relevant Coursework:** Programming Fundamentals, Database Management Systems, Algorithms and Data Structures, Object-Oriented Paradigm, Financial Data Analysis, Business Intelligence

## TECHINICAL PROJECTS

### Deez Queez : Web Quiz Application

*Technologies: JavaScript, HTML, CSS, Node.js*

- Developed and integrated dynamic question generation features supporting multiple formats (radio, checkbox, text input), increasing quiz customization capabilities by 40%, thereby enhancing user engagement for educators and students.
- Debugged and corrected 30+ frontend defects in form logic, input validation, and UI elements, resulting in a 25% drop in bug reports and improved user experience.
- Enhanced project documentation by updating the README with comprehensive installation guidelines, live demo access points, and branding assets; facilitated smoother onboarding for new contributors and users

### Competency Manager Web App

*Technologies: Python, Flask, Oracle, HTML, CSS, JavaScript, REST API*

- Collaborated with a team of four students to integrate RESTful API endpoints using Python Flask, resulting in seamless data synchronization across multiple devices and improving overall system responsiveness by 25%.
- Led the development of a comprehensive course list management application by designing and implementing key features such as course creation, editing, and deletion, achieving a 30% reduction in data entry time and enhancing user efficiency.
- Conducted rigorous testing and debugging processes that decreased application errors by 40%, ensured compliance with quality standards, and facilitated smooth deployment for academic use.

### Record Store Management System

*Technologies: SQL, Java, JavaFX, JUnit*

- Designed and implemented a record store application using Java and JavaFX that provides customers with a graphical user interface to browse, search, and purchase records.
- Implemented a database system using SQL to store records' information, including artist, title, genre, price, types (CD, vinyl, and digital) and availability, ensuring accurate and efficient retrieval of information.
- Demonstrated strong software testing skills by creating and executing comprehensive test cases and test plans using industry-standard frameworks like JUnit, ensuring the reliability and functionality of the record store application.

## SKILLS & INTERESTS

**Technical Skills:** Java, Python, SQL, JavaScript, Flask, REST API, Git, GitHub, HTML/CSS, Oracle DB, JUnit, Node.js, JavaFX, Docker, Postman

**Interests:** Web Development, Machine Learning, Artificial Intelligence, Music, Reading, Badminton