

PHALCHEAT CHHEANG (PAUL)

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GitHub: <https://github.com/paul-kh> | Portfolio: <https://paul-kh.github.io/portfolio/>

SUMMARY OF QUALIFICATIONS

- Full Stack Web Developer leveraging a background in product development and computer networking to create user-friendly web applications with clean code.
- Outstanding team player with strong team spirit qualities of cross-functional collaboration, enthusiasm, and knowledge sharing.
- Constantly stayed in the top-5 performer score card in the last IT jobs.
- Certified Microsoft Office Specialist in Excel with passion of problem solving and process improvement.
- Bilingual in English, Cambodian, and French.

TECHNICAL SKILLS

Front End: HTML5, CSS3, Bootstrap, JavaScript, jQuery, and React.

Back End: Node.js, Express, Firebase, MySQL, Sequelize, MongoDB, and Mongoose.

Methodologies: Agile Development (Scrum), Version Control (GitHub).

Test Driven Development: Jest.

Networking: Cisco Switching & Routing, and Network Administration (Windows & Linux).

PROJECTS

Ecommerce Store

<https://github.com/paul-kh/ecommerce-store> | <https://ecommerc-store-paul.herokuapp.com/>

- Basic responsive React web app that allows owners of a small business to sell products.
- Acted as tech lead to help the team when there are technical issues
- Used React, CSS 3, React-Bootstrap, Node JS, Express, MongoDB, and Mongoose.

Mini Sales Management

<https://github.com/paul-kh/mini-sales-management> | <https://mini-sales-management-paul.herokuapp.com/>

- Simple, fast, and user-friendly sales management solution that allows users to create, search, and update customers, sales orders, invoices, and payments.
- Developed front-end UIs and wrote logics for controlling user flows and rendering pages based on data exchange with the back end.
- Used HTML5, CSS 3, JavaScript, Bootstrap, Node JS, Express, MySQL, and Sequelize.

Local Restaurant Locator

<https://github.com/paul-kh/restaurant-locator> | <https://paul-kh.github.io/restaurant-locator/>

- Application allowing users to search for a city to locate restaurants and weather in the area.
- Acted as tech lead to recommend technologies, API providers, frameworks, and algorithms for team to use, and wrote the majority of JavaScript codes.
- Used HTML5, CSS, Bulma, Google Places API, Open Weather API, and Restaurant API (Zomato).

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WORK EXPERIENCE

Level-2 IT Infrastructure Support Analyst

Best Buy

Supported retail stores in USA and Canada for store devices: cash register, printer, computer, peripherals, and other networked devices.

Key Accomplishments:

- Analyzed tickets by using troubleshooting tools and knowledge base resources to find possible causes prior to making phone calls to store employees for troubleshooting, resulting in effective troubleshooting with minimal call duration and user satisfaction.
- Constantly stayed in the top-5 rows of the weekly scorecard for the number of tickets resolved and having zero aging ticket in the queue.
- Promoted to become permanent team member after the holiday-season contract ended.

September 2018 – November 2019

Richfield, MN

IT Service Desk Analyst

Royal Bank of Canada

Supported financial advisers for solving problems related to RBC's online trading applications; fixed the issues over phone call using effectively verbal communication, enthusiasm, and attention to details; actively collaborated in group chat for internal team support.

Key Accomplishments:

- Used skills of active listening and problem analysis with attention to details by navigating through troubleshooting tools to deal with each incoming call, resulting in effective troubleshooting and great user experience for the callers.
- Became an outstanding team player in the team of 12 members for effective average duration per call and number tickets resolved.
- Constantly stayed in the top-3 rows of the weekly scorecard.

August 2018 – September 2018

Minneapolis, MN

Level-2 Express Technician

Wright Medical Group

Transacted data in Inventory System (Oracle's JD Edward) to ensure the items (implant kits and instrument kits) in the inventory are accurate and up to date; responded to inventory inquiries from customer service team via email and phone call.

Key Accomplishments:

- Improved process, effectiveness, and efficiency by developing a tool in MS. Excel to automatically generate stock count reports for sending out to relevant departments every early morning.
- Increased work productivity and efficiency by developing a tool in MS. Excel that allows users to scan barcodes of item numbers & serials to make batch loading to Inventory System

June 2016 – July 2018

Bloomington, MN

EDUCATION

Full Stack Bootcamp Certificate: University of Minnesota, St. Paul, MN

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Node Js, MySQL, MongoDB, Express, & ReactJS.

Associates in Network Administration: Hennepin Technical College, MN, USA In Progress

Bachelor's degree in IT: Build Bright University, Cambodia

Diploma in IT: Institute of Technology of Cambodia, Cambodia