# PHALCHEAT CHHEANG (PAUL)

Apple Valley, MN 55124
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GitHub: https://github.com/paul-kh | Portfolio: https://paul-kh.github.io/portfolio/

## SUMMARY

- 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.

## 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 (Scum), Version Control (GitHub).
**Test Driven Development:** Jest.
**Networking:** Cisco Switching & Routing, and Network Administration (Windows & Linux).
Bilingual in English, Cambodian, and French.

## PROJECTS

**Mini Sales Management** | https://github.com/paul-kh/mini-sales-management | https://mini-sales-management.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, OpenWeather API, and Restaurant API (Zomato).

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## WORK EXPERIENCE

**Level-2 IT Infrastructure Support Analyst**　　　**September 2018 – November 2019**
**Best Buy**　　　**Richfield, MN**
Supported retail stores in USA and Canada for store devices: cash register, printer, computer, peripherals, and other networked devices.
*Key Accomplishments:*
- Analysed tickets by using troubleshooting tools and knowledge base resources to find possible causes prior to making phone calls to store employees to start troubleshooting.
- 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.

**IT Service Desk Analyst**　　　**August 2018 – September 2018**
**Royal Bank of Canada**　　　**Minneapolis, MN**
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:*
- 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.

**Level-2 Express Technician**　　　**June 2016 – July 2018**
**Wright Medical Group**　　　**Bloomington, MN**
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.
- Increased work productivity and efficiency by developing a tool in MS. Excel that allows users to scan barcodes of item numbers & serials batch loading to Inventory System

## 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, Firebase, 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