PHALCHEAT CHHEANG (PAUL)

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SOFTWARE ENGINEER

- Software developer leveraging a background in product development and IT break/fix support to create web applications that solve problems and simplify processes.
- Proficiency in JavaScript
- Keens to learn the design, architecture of the product, and technical concepts
- Outstanding team player with practical qualities of cross-functional collaboration, positive thinking, knowledge sharing, priority management, and being calm under pressure
- Bilingual in English, Cambodian, and French.

TECHNICAL SKILLS

Front End: HTML5, CSS3, Bootstrap, JavaScript, jQuery, and ReactJS.
Back End: Node.js, Express.js, MySQL, MongoDB, Firebase.
Methodologies: Agile, SDLC, Version Control (Github).
Test Driven Development: Jest.
Networking: Cisco Switching & Routing, and Network Administration (Windows & Linux).

PROJECTS

Online Shop
Github - https://github.com/paul-kh/online-shop-node-express-mongoose
Live - OnlineShop-env.eba-uwgctxhz.us-west-2.elasticbeanstalk.com
- An online shop allowing user sign-up & sign-in, and managing products in the shop.
- Technologies used: Node.js, Express.js, Ejs, MongoDB, Mongoose, Strip, AWS, Git

Local Restaurant Locator
Github- https://github.com/paul-kh/restaurant-locator | Live - https://paul-kh.github.io/restaurant-locator/
- An app that allows users to search for a city to locate restaurants and weather in the area.
- Technologies used: Used HTML5, CSS, Bulma, Google Places API, Open Weather API, Restaurant API (Zomato), Git.

Team Roster Generator
Github- https://github.com/paul-kh/team-roster-generator
- An app that takes in information about employees and generates an HTML webpage that displays summaries for each person. The app also includes codes for TDD to ensure that all unit tests pass
- Technologies used: HTML5, CSS 3, Bootstrap, JavaScript, Node JS, Jest, Git.

Weather Dashboard
Github- https://github.com/paul-kh/weather-dashboard/ | Live - https://paul-kh.github.io/weather-dashboard/
- An app that provides users with search functionality to find current weather conditions and the future (5 days) weather outlook for multiple cities.
- Technologies used: HTML5, CSS3, Bootstrap, JavaScript, Restful API, Git

WORK EXPERIENCE

Level-2 IT Infrastructure Support Analyst　　**September 2018 – November 2019**
Best Buy　　**Richfield, MN**
Supported retail stores in the 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 for troubleshooting, resulting in effective troubleshooting with minimal call duration and great user satisfaction.
- Constantly stayed in the top-5 rows of the weekly scorecard for the number of tickets resolved and having zero aging tickets in the queue.
- Promoted to become a 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.
Key Accomplishments:
- Used skills of active listening and problem analysis with attention to detail and navigated 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.

Product Development Manager　　**July 2009 – September 2012**
VimpelCom Group (Beeline Cambodia)　　**Phnom Penh, Cambodia**
Pulled together the cross-functional team, communicated goals and plans for the products (data, device, voice, and value-added services) from concept through market release, and oversaw the team's progress to make sure the minimum viable product is ready for launch/soft launch within timeline and budget.
Key Accomplishments:
- Developed product roadmap through inviting cross-functional team into ideation and brainstorming stages, researching for validating the ideas, sourcing suppliers/in-house development team to get development cost estimation and timeline, resulting in a product roadmap 22 product ideas within the first year 2009-2010.
- Oversaw the team's progress on multiple development projects, resulting in completing 8 significant projects from mid-2009 to end 2010: Super Zero price plan, Data Plan, Mobile Payment Gateway, Caller Ring Back Tone, Peer-to-peer Mobile Balance Transfer, Voicemail, Missed Call Alert, and Electronic Point of Sales (E-POS).
- Received award for the best employee of the year in 2011.

EDUCATION

Full Stack Bootcamp Certificate: University of Minnesota, St. Paul, MN, USA
A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, JavaScript, jQuery, Bootstrap, Node Js, MySQL, MongoDB, Express, & ReactJS.

Pursuing Associates in Network Administration: Hennepin Technical College, MN, USA
Bachelor's degree in IT: Build Bright University, Cambodia