

# KEVIN PHAM

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## SKILLS

**Web Development:** HTML, CSS, LESS, JavaScript, JQuery, Node.js

**Programming:** C++, C, C#, Java, SQL, Quickbase

## WORK EXPERIENCES

**Dealer Spike** (Wilsonville, OR)

July 2020 - Present

*Front-End Web Technical Support Agent*

- Development of features and fixing of bugs utilizing HTML, CSS and JavaScript
- Closing of over 40+ cases on average per week with creative and effective resolutions
- Achieving consistent high rankings in completion of case and call durations

**Vietnamese Eucharistic Youth Movement** (Remote)

September 2019 - October 2020

*Volunteer Junior Developer*

- Worked on an MVC ASP.NET web application for the organization's membership portal
- Created documentation on each feature that was developed along with testing results
- Used Azure DevOps for source control to actively make changes and feature updates

**Oregon State University** (Corvallis, OR)

September 2016 - June 2020

*Front Desk Representative*

- Provided technical support for over 2000+ students who lived on campus housing
- Troubleshoot systems down while working for an alternative solution concurrently
- Tested system for bugs and errors to provide to developers for updates and new features

**Jacobs Engineering Group** (Portland, OR)

June 2019 - December 2019

*Software Developer Intern*

- Developed a desktop application using C# and MongoDB for tracking projects and tools
- Managed over 20 different database servers in Quick Base that were used by clients
- Presented clients weekly with project updates of the features implemented and bugs

**Fiserv** (Hillsboro, OR)

April 2018 - September 2018

*Quality Assurance Software Intern*

- Built a MVC ASP.NET web application to track projects and tasks for each employee
- Worked on deployments of scripts and modules on Fiserv Servers on virtual machines
- Documentation on different bugs and feature updates to programs and projects

## WEB DEVELOPMENT PROJECTS

**Portfolio Website**

<https://kevinpham.netlify.app/>

- Useful to showcase experience, knowledge and other projects
- Modernized layouts, styles and also mobile responsive

## EDUCATION

**Oregon State University** (Corvallis, OR)

Graduated: June 2020

*Bachelor of Science: Computer Science*

Focus in Human-Computer Interaction