

## Qian Yi Wang

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### SKILLS AND QUALIFICATIONS

<b>Operating Systems</b>	Windows – Linux
<b>Programming</b>	Java – JavaScript – Typescript – C++ – HTML/CSS – C# – Python – Bash/PowerShell – VHDL Intel x86 Assembly
<b>Database</b>	MongoDB – Dataverse – MySQL
<b>Web Technologies</b>	RESTful Services – gRPC – Microsoft Live Chat SDK – Object Oriented Programming (OOP)
<b>Frameworks/Libraries</b>	React JS – Spring Boot – Dynamics 365 – .NET
<b>Deployment Tools</b>	Maven – GitHub – Digital Ocean – GH pages – Docker – Agile Methodology – MS Power Apps
<b>Misc Tools</b>	Ngrok – Postman – Putty – MATLAB – LTSpice – Xilinx Vivado – JIRA – Arduino
<b>Languages</b>	French: spoken & written – English: spoken & written – Mandarin: spoken

### EDUCATION

<b>Bachelor of Engineering – Computer Engineering [Co-op] [3.81/4.3 CGPA]</b>	<b>2021 – 2025</b>
<i>Concordia University, Montreal, QC</i>	
<ul style="list-style-type: none"> <li>Member of the Institute for Co-operative Education</li> <li>Data Structures &amp; Algorithms, Operating Systems, Software Process, Digital Systems Design, Management Principles &amp; Economics</li> </ul>	
<b>DEC in Pure and Applied Science</b>	<b>2019 – 2021</b>
<i>Vanier College, Montreal, QC</i>	
<ul style="list-style-type: none"> <li>Coding Bootcamp (Python) [98/100]</li> </ul>	

### WORK EXPERIENCE

<b>ITS Service Desk Concordia</b>	<b>2023/04 – 2023/09</b>
<i>Concordia University, Montreal, Qc</i>	
<ul style="list-style-type: none"> <li>Oriented new students by issuing new ENCS accounts and by providing general information.</li> <li>Provided &amp; setup staff and students with software licensing &amp; installation using Linux license eligibility tools.</li> <li>Identified and resolved VPN, mail, and printer issues through on-site assistance.</li> <li>Enforced security through verifying &amp; matching information to database using Linux inventory, network, and IP configuration tools.</li> </ul>	
<b>Software Development Intern (Digital Contact Center Platform – DCCP)</b>	<b>2022/09 – 2022/12</b>
<i>Nuance Communications, Montreal, Qc</i>	
<ul style="list-style-type: none"> <li>Phase 1 &amp; 2: Enabled seamless transfer from conversational AI to real agent with call context &amp; recommendations.</li> <li>Phase 3: Enabled video escalation to a separate agent with previous call context &amp; recommendations.</li> <li>Developed Active Call Tool dashboard displaying voice biometrics, call history &amp; action recommendations using React TS and PowerApps.</li> <li>Enabled seamless escalation from AI chatbot to live agent using Microsoft Live Chat SDK &amp; Dynamics 365.</li> <li>Connected customers with a live agent using Microsoft Voice &amp; Video Calling SDK.</li> <li>Facilitated agent access to recommendations by creating a custom tab in Dynamics 365 using Dataverse &amp; PowerApps.</li> <li>Promoted the DCCP project by recording a use case demo as well as presenting key features to board of directors.</li> <li>Supported Innovation team by tracking &amp; contributing to progress during standup using JIRA and documentation.</li> </ul>	

Core competencies: Teamwork, Self-learning, Problem assessment and analysis, Adaptability, Time and deadline management, Detail oriented, Communication skills, Customer service, Punctuality, Resourcefulness

## PROJECTS

### MyScheduler/MVC WebApp

2023/08 – Present

*Personal Project*

Full stack personal scheduler application with a custom homepage & calendar for each user

- Designed project architecture and navigation flow with considerations for future features and scaling.
- Achieved multi-page functionality through a single-page website using React Hash Router.
- Enforced user security using HTTPS and JWT identification.
- Customized schedule event manipulation using Rest API developed using Java Spring Boot and MongoDB following CRUD guidelines.
- Documented project planning & features using GitHub wiki.
- Deployed backend service to cloud using Digital Ocean

### Co-Operation/Job finding Website [A+]

2023/01 – 2023/04

*Concordia University, Montreal, QC*

Full stack job finding website where employers and candidates could both sign up/login, view candidates, CRUD job postings, as well as view and apply to jobs respectively.

- Designed project architecture and use case diagrams as software lead using draw.io.
- Brought teammates up to speed with the tech stack (React, Express, Rest API, Deployment Pipeline, CI).
- Planned and created Stories each Sprint using GitHub Issues.
- Achieved multi-page functionality through a single-page website using React Hash Router.

### Hovercraft Design/Engineering Team Design Project

2023/01 – 2023/04

*Concordia University, Montreal, QC*

Design and construct an autonomous hovercraft to enter a competition scored based on distance traveled, time taken to travel and number of parts used.

- Selected design by creating several models and conducting SWOT & AHP analysis to determine the best match
- Designed & implemented hovercraft navigation algorithm using Arduino
- Finalized design during construction by adding some necessary modifications to the design
- Led weekly meetings with team members for progress tracking using Gantt charts and task separation
- Mediated and resolved team member conflicts in an appropriate and timely manner

### Inner-City Travel Guide/Object Oriented Programming Class

2022/03 – 2022/05

*Concordia University, Montreal, QC*

Design and implement a console app with a menu displaying possible paths to travel destinations

- Designed travel guide using C++ according to OOP standards
- Connected classes using Polymorphism and Inheritance
- Implemented a travel menu using Operator Overloading
- Verified program function using black box testing

Core competencies: Teamwork, Self-learning, Problem assessment and analysis, Adaptability, Time and deadline management

## AWARDS & DISTINCTIONS

Dean's Honor Roll student (Concordia)

2021 – 2023

Hydro-Quebec Entrance Scholarship

2021

Dean's Honor Roll student (Vanier)

2020 – 2021

## INTERESTS

### Music

- Listening to Bill Evans
- Playing piano

### Exercise

- Calisthenics