## **Qian Yi Wang**

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**SKILLS AND QUALIFICATIONS**

**Operating Systems** Windows – Linux

**Programming** Java – JavaScript – Typescript – C++ – HTML/CSS – C# – Python – Bash/PowerShell – VHDL Intel x86 Assembly

**Database** MongoDB – Dataverse – MySQL

**Web Technologies** RESTful Services – gRPC – Microsoft Live Chat SDK– Object Oriented Programming (OOP)

**Frameworks/Libraries** React JS – Spring Boot – Dynamics 365 – .NET

**Deployment Tools** Maven – GitHub – Digital Ocean – GH pages – Docker – Agile Methodology – MS Power Apps

**Misc Tools** Ngrok – Postman – Putty – MATLAB – LTSpice – Xilinx Vivado – JIRA – Arduino

**Languages**  French: spoken & written – English: spoken & written – Mandarin: spoken

**EDUCATION**

**Bachelor of Engineering – Computer Engineering [Co-op] [3.81/4.3 CGPA] 2021 – 2025**

*Concordia University, Montreal, QC*

* Member of the Institute for Co-operative Education
* Data Structures & Algorithms, Operating Systems, Software Process, Digital Systems Design, Management Principles & Economics

**DEC in Pure and Applied Science** **2019 – 2021**

*Vanier College, Montreal, QC*

* Coding Bootcamp (Python) [98/100]

**WORK EXPERIENCE**

**AITS Service Desk Concordia 2023/04 – 2023/09** *Concordia University, Montreal, Qc*

* Oriented new students by issuing new ENCS accounts and by providing general information.
* Provided & setup staff and students with software licensing & installation using Linux license eligibility tools.
* Identified and resolved VPN, mail, and printer issues through on-site assistance.
* Enforced security through verifying & matching information to database using Linux inventory, network, and IP configuration tools.

**Software Development Intern (Digital Contact Center Platform – DCCP) 2022/09 – 2022/12**

*Nuance Communications, Montreal, Qc*

* Phase 1 & 2: Enabled seamless transfer from conversational AI to real agent with call context & recommendations.
* Phase 3: Enabled video escalation to a separate agent with previous call context & recommendations.
* Developed Active Call Tool dashboard displaying voice biometrics, call history & action recommendations using React TS and PowerApps.
* Enabled seamless escalation from AI chatbot to live agent using Microsoft Live Chat SDK & Dynamics 365.
* Connected customers with a live agent using Microsoft Voice & Video Calling SDK.
* Facilitated agent access to recommendations by creating a custom tab in Dynamics 365 using Dataverse & PowerApps.
* Promoted the DCCP project by recording a use case demo as well as presenting key features to board of directors.
* Supported Innovation team by tracking & contributing to progress during standup using JIRA and documentation.

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