

# RAYMOND CHU

✉ [raymondchu1996@gmail.com](mailto:raymondchu1996@gmail.com)  
☎ (647) 712 – 7226  
🐙 [github.com/raymondchuu](https://github.com/raymondchuu)  
🌐 [linkedin.com/in/raymondchuu](https://www.linkedin.com/in/raymondchuu)

## PROJECTS

### Full Stack Barbershop Website

Jan 2020

<https://bit.ly/3650nRL>

- Designed a barbershop website to allow users to schedule haircut appointments
- Implemented **React**, **HTML**, and **CSS** front-end to communicate to an **Express** API
- Developed a **RESTful API** to retrieve the booked appointments and store the appointments within a **MongoDB** database from the back-end server
- Utilised **GitHub** for version control of the application and deployed using **Heroku** to allow users to schedule appointments online

### To-Do-List API

Feb 2020

- Developed a **RESTful API** to create, read, update and delete tasks from a back-end server
- Utilised **Express** create the server, MongoDB as the database, and Mongoose to interact with a database instance

### Tic-Tac-Toe Game

Dec 2019

- Designed a two – player Tic-Tac-Toe game in **C** from using 2D arrays, pointers, structures and storing the score in a text file

### Contact Management System

Nov 2019

- Applied structures, pointers, arrays, I/O functions to create a contact management system in **C**
- Allows users to add, edit, remove, and sort contacts

## WORK EXPERIENCE

### Customer Care Agent | Bill Gosling Outsourcing

Newmarket, Ontario

Jan 2019 – Aug 2019

- Assisted customers in a personalized, professional manner to ensure customer retention and satisfaction
- Resolved over **hundreds** of customer conflicts daily regarding line of credit with easy step-by-step solutions to improve customer experience
- Led weekly call calibrations/discussions to improve customer retention and satisfaction by presenting and summarizing recordings of several customer experiences

## SUMMARY

A determined individual with a passion for website design and software development

Understanding Software Development Methodologies (Agile and Waterfall Method)

Strives in team environments with effective communication skills

## SKILLS

### Languages

- C/C++
- Linux/Unix
- JavaScript/React
- MySQL

### Technologies

- HTML
- CSS
- Git
- Object-oriented programming

## EDUCATION

### Seneca College

Software Development  
Sept 2019 - Present

### University of Waterloo

Bachelor of Science  
Dec 2018