**Michael Kueh**

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**EDUCATION**

**British Columbia Institute of Technology Vancouver, BC**

*Computer Information System Administrator, Diploma* Sept 2020 - Present

* **Academics**: **4.00/4.00 GPA**

**Langara College, Vancouver, BC**

*Associate of Computer Science, Minor in Psychology and Criminology* Sept 2018 – June 2020

* **Academics**: **3.33/4.33 GPA**

**EXPERIENCE**

**Canada Revenue Agency / Canada Border Service Border Vancouver, BC**

*IT Infrastructure Analyst* June 2019 – Jan 2020

* Rebuilt workstations to implement company features and restrictions utilizing Microsoft Deployment Toolkit Console
* Installed and troubleshot public interface devices such as kiosks, websites, and software on multiple platforms during real time
* Logged, investigated, and solved technical requests submitted by clients through BMC Remedy ticketing system
* Managed distribution groups and user profiles/accounts utilizing Active Directory and Exchange Management Console
* Managed user accounts using GCMS (Global Case Management System) and LCMS (Learning Content Management System)
* Created a SDLC (System Development Life Cycle) strategic plan that analyzes and resolves system security bugs and flaws
* Created local guidelines, reports, and user documentation of procedures for troubleshooting commonly used applications and software over 2000+ users

**Elections of British Columbia Vancouver, BC**

*Technical Officer* Sept 2020 – Nov 2020

* Configured, deployed, and supported admin workstations to manage voting polls in a star-topology network infrastructure
* Updated and maintained applications for 10,000+ users via election administration equipment by configuring LAN and LTE networks using Windows PowerShell commands and Batch file extension scripts
* Configured domain controllers and SMTP for 50+ users
* Reported issues to Elections BC Headquarters for further investigation

**Strathcona Community Center Association - City of Vancouver Vancouver, BC**

*Daycamp Leader* March 2017 - Present

* Spearheaded fundamental activities to keep youths who are in danger, safe over the holiday breaks
* Managed $1000+ budget for activities and supplies for 3 volunteers and 10+ kids each season
* Mentored children and volunteers in groups of 10 with individual special needs
* Communicated with parents and guardian about risk management of each activity

**PROJECTS**

* **EzWake** - a unique alarm app both for iOS and Android platform using Python developed by a team of 10 computer science and business major students, that allows user to solve unique puzzles in the morning to disable the alarm, giving a less chance for users to fall back asleep.
* **Google Sponsored Girl Powered Global Robotics Program** - a unique robotics workshop that is sponsored by Google, and hosted at Google Headquarters in Seattle, WA. to provide the opportunity and experience for 80-100 young girls who has never worked with robots, to design, build and code a fully functioning robot within 2 days using basic C#.
* **Penguin Robotics** - a student-run society that consists of the top VEX University teams in the world while also promoting STEM education in the community. The goal of this organization is to assist high school teams to create, design, build, engineer, program a functional robot and successful compete at regional and international VEX tournaments.

**LEADERSHIP**

**Team Liquid Hackathon Vancouver, BC**

* created a website using HTML/CSS/JavaScript to describe the potential eSports carrier outlook with a team of 4 members
* created and displayed linear regression models and tournament prize pool data by using Python to extract statistics from internal Liquidpedia-API

**ADDITIONAL SKILLS**

* **Skills:** Adobe Photoshop, Proficient in Chinese, Proficient at Active Directory and Exchange Management Console, Proficient in utilizing Microsoft Office, excel in computer database with SSMS/SQL, exceed coding in Python/HTML/CSS/JavaScript/Java, efficient in Windows PowerShell, Linux administration via LAMP stack (SSH/CLI), average 120WPM typing
* **Interests**: Volleyball, Track & Field, Automotive Mechanic, Content Creator and Streamer on Twitch, Front End Development

**AWARDS AND CERTIFICATES**

* Top VEX Robotics Team in the world out of 20,000 teams (World Rank 3 in 2015, World Rank 6 in 2016, World Rank 26 in 2017)
* Top VEX Robotics Team in B.C and Canada out of 100 teams (1st place - 2015, 2016; 2nd place in 2017)
* First Aid – Standard and Emergency Child Care First Aid & CPR/AED – Level B and Level C
* CCNA – Introduction to Networks