

Sophie Chai

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EDUCATION

University of British Columbia

Bachelor of Science in Computer Science, Major (GPA: 88+)

- Honour Dean's List for Fall 2021.

Vancouver, BC

Sep. 2021 – Apr. 2023

Okanagan College

Diploma in Computer Science (GPA: 95+)

- Dean's List for Fall 2019 and 2020 (4 terms total).
- Received total of 5 awards & scholarships.

Kelowna, BC

Jan. 2019 – Aug. 2021

EXPERIENCE

Junior IT Support Analyst (Worklearn)

University of British Columbia

Sep. 2021 – Present

Vancouver, BC

- Provide remote and in-person IT support for students, staff and faculty through ITSM ServiceNow help desk support system.
- Monitor Enterprise Active Directory (EAD) access for users, Exchange (ECP) to administer mailboxes.
- Monitor and maintain NAS lab and Windows servers.

Support Analyst Intern

Regional District of Central Okanagan

May 2021 – Aug. 2021

Kelowna, BC

- Maintaining RDCO computer network and security and providing IT support to 3rd party organizations (tenants) through Zendesk.
- Configuring and installing new systems and maintaining application documentation.
- Upgrading hardware and applications as well as proactive maintenance and troubleshooting.

Software Engineer Intern

ESD Simulation Training | C#, F#, XAML, .NET

Sep. 2020 – Apr. 2021

Kelowna, BC

- Implemented simulation model features using C# and F#.
- Created an interactive, easy-to-use UI layer that allows users to control the model and packaged to be used as a desktop application.
- Refactored and fixed inconsistencies in an existing code while noticeably improving accuracy and reliability.
- Worked as part of a team in the development of a dynamic simulation model for training engineers involved in the operation of oil and gas processing facilities.

PROJECTS

Personal Website | HTML, CSS, Javascript/JQuery, PHP

Jul. 2022

- Created personal website to showcase resume.

Meeting Planner Website | React, MongoDB, Express, NodeJS, Firebase, RESTful APIs

May. 2022

- Equipped with starred features like the ability to import calendars by parsing user's ics link, and the ability to create/login using 3rd party authentication.
- Implemented RESTful APIs to return permitted information which is first authorized by Firebase from the token passed during the request.
- Elevated UI designed heavily on React (MUI) components.

Recipe Website | React, MongoDB, Express, NodeJS, HTML, CSS, Javascript

May 2022

- Developed frontend using React components built from scratch and external libraries.
- Developed backend using Express and database like MongoDB.
- Applied RESTful APIs protocols to provide operations between the frontend and the server.

NBA Database | HTML, CSS, Bootstrap, PHP, Oracle

May 2022

- Used PHP on the server-side for creating dynamic web pages.
- Used Oracle as the relational DBMS (RDBMS) to manage the data, hosted on UBC CS Oracle database system.

- Ability to process basic CRUD operations and more complex queries such as division.

UBC Campus Finder | *Typescript, Javascript, Node.js, Yarn, Chai, Mocha, Git*

Jan. 2022

- Developed a full stack to allow users to perform tasks required to run UBC and to enable effective querying of the metadata from around campus.
- Created test unit suite using Typescripts, Mocha and Chai frameworks.
- Developed a backend that adds datasets and supports querying those datasets using Javascript.

MineSweeper | *Java, JavaFx*

July 2019

- Developed a classic Minesweeper game with all different levels and ability to store highest scores using JavaFx

TECHNICAL SKILLS

Languages: Java, Python, C#, JavaScript/Typescript, HTML, CSS, F#, SQL, Bash scripting, Visual Basic (.NET)

Frameworks/Libraries: React, Node.js, Express Bootstrap, Chai, Mocha, JUnit, JavaFX, Pandas, NumPy, scikit-learn

Others: Git, Encryption, Networking