THOMAS CHAN

ITS HELPDESK ANALYST

INFO

ADDRESS
1111 115 ST NW, Edmonton,
T6J6W6, Canada

PHONE
7809092886

EMAIL
tcchan@ualberta.ca

LINKS

Personal Website

Linkedin

Github

SKILLS

Python

C

C++

SQL

Java

Git

HTML/CSS

Assembly Language

Databases

Android Development

Algorithms

Windows/MacOS/Linux

Landesk

Active Directory

HOBBIES

Dancer at Kore Dance
Studio,

PROFILE

- Strong ability to work independently and with a team member to contribute to an efficient and productive atmosphere.
- Excellent communication and interpersonal skills required in a demanding or fast paced environment.
- Willing to dedicate my time and efforts to help others.

EMPLOYMENT HISTORY

ITS Helpdesk Analyst, University Of Alberta   Edmonton
Sep 2016 – Present

Working as Information Technology Service Helpdesk Analyst, managing help desk tickets in either solving tickets or directing them to the correct person. Imaging workstations while also aiding in their setup. Troubleshooting hardware or software related tickets

EDUCATION

University of Alberta, Bachelor of Science in Computing Science   Edmonton
Mar 2019 – Mar 2019

3rd year computer science student majoring in computer science

Grant MacEwan University, Bachelor of Science   Edmonton
Sep 2015 – Apr 2016

PROJECTS

Programming Homework: Developing an Android Application   Edmonton
Sep 2018 – Dec 2018

Worked in a group of 6 to develop a **JAVA** medical logging android application. Learned to work efficiently in a team while exercising software engineering practices. Learned to certain coding conventions such as the Model View Control model.

Programming Homework: Developed an AI Starcraft Bot   Edmonton
Sep 2018 – Dec 2018

Worked in a group of 4 to construct a Starcraft bot in **C++** that plays the game using advanced algorithms to defeat other bots. Learned to work in a team setting while setting up certain roles and task for other while learning how to create decision making bots.

Programming Homework: Developing an Android Application

Edmonton

Sep 2018 – Dec 2018

Created an **JAVA** android application that records the users emotions and stores it. Learned to develop and android application while being independent.

Programming Homework: SQL Data Structure

Edmonton

Sep 2017 – Dec 2017

Created a **Python** program that has users login to access a database with features such as running queries or managing the database. Learned to how use databases in **SQLite3**.

VOLUNTEER EXPERIENCE

University Of Alberta Dance Club Instructor

Edmonton

Sep 2015 – Present

Instructing choreography to groups of 10-20 people ranging from beginner to advanced while promoting a fun and exciting environment for others to learn.

Macewan Dance Club Instructor

Edmonton

Sep 2015 – Apr 2015

Instructed choreography to groups of 10-20 people ranging from beginner to advanced while promoting a fun and exciting environment for others to learn.

AWARDS AND CERTIFICATES

Rutherford Scholarship

Edmonton

Sep 2015 – Jun 2015

REFERENCES

References available upon request