JOOYOUNG KIM

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Personal Summary

Aspiring IT Consultant with a strong foundation in software development and a growing interest in desktop support and IT infrastructure. Skilled in troubleshooting and maintaining systems in Windows environments. Familiar with Microsoft 365 tools (Excel, Word, Outlook) and scripting with PowerShell. Passionate about helping users work more efficiently and maintaining smooth IT operations.

Education

Diploma: **Software Development**   **Expected in 04/2025**
Southern Alberta Institute of Technology   Calgary
- 3.89/4.0 GPA | Jason Lang Scholarship (2024-2025)

Skills

- Workflow Automation: AI-powered text generation, process automation
- Data processing & Integration: RESTful APIs, Axios, Firebase
- Business Process Tools: Microsoft 365 (Excel, Word, Outlook, Teams)
- Collaboration & Documentation: GitHub, Agile methodologies

Related Experience

Medical AI Chatbot | SAIT Capstone Project 2   **03/2025 - Present**
- Created an AI-powered chatbot that provides health assessments based on user symptoms.
- Developed Google Gemini API integration to provide general medical information and guide users to additional resources for deeper insights on specific diseases.
- Designed an interactive chatbot UI using React, improving user engagement and accessibility.

AI Cover Letter Generator | SAIT Course Project   **02/2025 - Present**
- Developed an AI-driven system that generates personalized cover letters by integrating OpenAI API to extract key skills and keywords.
- Built a React-based UI for seamless user experience and integrated a PDF export feature for downloads.

Shift Solutions | SAIT Capstone Project 1   **09/2024 - 02/2025**
- Designed and developed a mobile app using React Native & Expo to help banquet employees manage shifts more effectively.
- Implemented authentication with Firebase to provide secure login and role-based access for employees and managers.
- Connected the frontend with a Spring Boot & MySQL backend to enable real-time updates on shift schedules and team communication.

Experience

Cashier   **12/2024 to Current**
Sportech Indoor Golf   **Calgary, Alberta**
- Assisted customers with the self-service golf system, ensuring smooth gameplay and resolving minor technical difficulties.
- Documented operational issues and customer feedback in Excel, enabling staff to track and address recurring challenges more efficiently.