


RANDY TRINH

MLIS CANDIDATE

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EDUCATION

MASTER OF LIBRARY AND INFORMATION SCIENCE

Western University
2022 – Present

BACHELOR OF APPLIED SCIENCE, COMPUTER ENGINEERING

Queen's University
2014 – 2019

CERTIFICATIONS

SAFE 5 SCRUM MASTER

Scaled Agile
2022 – 2023

CERTIFICATE IN BUSINESS

Smith School of Business
2017 – 2019

CERTIFICATE IN LAW

Queen's University
2018 – 2019

TCPS 2: CORE

Government of Canada:
Panel on Research Ethics
2018

PROFESSIONAL SKILLS

Leadership
Time Management
Problem Solving
Communication
Collaborative
Organization
Detail-Oriented
Scheduling
Teamwork
Strategic Planning
Project Management
Customer Service
Communication

PROFESSIONAL EXPERIENCE

CO-OP STUDENT

OFFICE OF THE SUPERINTENDENT OF FINANCIAL
INSTITUTIONS CANADA | 2023 - Present

- Implementing retention requirements, information management best practices and governance requirements
- Supporting enterprise information management initiatives including disposition and shared drive clean-up of thousands of records
- Monitoring clients and testing use of electronic document and record management system

LIBRARY ASSISTANT

HURON LIBRARY | 2022 - Present

- Deliver exceptional customer service through processing library materials and technologies, troubleshooting inquiries, actioning point of sales transactions, in addition to providing general reference assistance promptly and professionally
- Independently oversee the Huron Library open to over 1,300 students, faculty, and alumnus while assisting with the organization and arrangement of library materials alongside project work as assigned

CUSTOMER PREMISE EQUIPMENT DEVICE DESIGNER

ROGERS COMMUNICATIONS | 2021 - 2022

- Ensuring seamless integration of new devices into existing Rogers services through the organization of testing, trials, and certifications
- Developing comprehensive weekly cross functional and monthly operational reports on behalf of the directors of 5G technology to enable data informed decision making
- Leading multiple team members from onboarding to ongoing performance management through the facilitation of scrum activities using Agile methodologies to improve program efficiency

TECHNOLOGY NEW GRAD

ROGERS COMMUNICATIONS | 2020 - 2021

- Developed KPI dashboards using Splunk platform to analyse and visualize high volumes of machine data, enabling the technology teams and technicians to identify impediments more efficiently
- Organized over a dozen requests for information (RFIs) from vendors to assess specifications and enable IoT device selection
- Enabled automated application creation from AWS to Heroku platforms through infrastructure as code in Terraform

PROJECT MANAGER

QUEEN'S UNIVERSITY | 2018 - 2019

- Supervised and evaluated two teams of first year engineering students developing Android applications for clients and ensured they remained focused and on-schedule for completion
- Scheduled and attended consultations and meetings with faculty advisors, program associates, and course coordinators

TECHNICAL SKILLS

Dewey Decimal
Library of Congress Class
Microsoft Office Suites
Google Workspace
Microsoft Windows
Apple macOS and iOS
Linux Ubuntu
Teams/Slack/Zoom/Skype
Social Media
(LinkedIn/Facebook/Twitter)
Photoshop
Zotero
HTML/CSS
C++
Python
Java
Databases
(SQL/NoSQL/MongoDB)
Amazon Web Services
Android

REFERENCES

LONDON LOWCOCK

Rogers Communications

Manager – Wireline
Device Technology

☎ +1 416 317 5690

✉ Landon.Lowcock@rci.rogers.com

RAY STEVENS

Rogers Communications

Manager – Access
Service Reliability
Engineering

☎ +1 647 747 3405

✉ Ray.Stevens@rci.rogers.com

SHEILA WIGGINS

Grand Erie District
School Board

Library Technician

☎ +1 519 209 1087

✉ sgwiggins63@yahoo.ca

TEACHING ASSISTANT / MENTOR – APSC 100: MODULE 1 (FACULTY OF ENGINEERING AND APPLIED SCIENCE)

QUEEN'S UNIVERSITY | 2018

- Assisted first year students with problem analysis and engineering design practices in team settings
- Provided feedback to develop professional engineering skills including time management, leadership, and written and oral communication

JUNIOR PAGE

BRANTFORD PUBLIC LIBRARY | 2012 - 2014

- Organized and shelved library materials in both Dewey Decimal and Library of Congress subject classification
- Assisted in supervising and verification of patron attendance on library programs
- Mitigated circulation and access service workload through assistance as required
- Provided support on automated information systems and MakerSpace equipment when needed

VOLUNTEER EXPERIENCE

MARKETING OFFICER (NORTH AMERICA)

ROBOGALS | 2021 - 2022

- Planning, implementing, and monitoring marketing activities in collaboration with regional chapters to create alignment
- Created content for the organization's social media, website, and newsletters that promote and engage organizational wide initiatives
- Collaborated with Robogals global and regional teams to implement branding strategy that accurately reflects the organization

ELECTRICAL AND COMPUTER ENGINEERING PRESIDENT

ENGINEERING SOCIETY/QUEEN'S UNIVERSITY | 2018 - 2019

- Initiated change and accessibility on behalf of over 400 undergraduate students to decrease academic and faculty issues by voicing ideas, opinions, and concerns
- Led a 12-member team, facilitated undergraduate curriculum meetings, and organized events for students and faculty to increase student satisfaction

TREASURER (QUEEN'S UNIVERSITY BRANCH)

IEEE | 2018 - 2019

- Maintained good record keeping of all chapter assets and communication with IEEE Canada to ensure a balanced budget
- Promoted and directed students to opportunities and enhanced resources available to IEEE members leading to increased registration

ORIENTATION TEAM IMPLEMENTING SAFETY (OTIS)

ENGINEERING SOCIETY/QUEEN'S UNIVERSITY | 2016

- Ensured risks were mitigated by assisting in preparation of activities and materials in addition to execution of events
- Aided students as an open resource regarding academic opportunities, procedures, and campus services and locations
- Upheld and enforced all aspects of the university code of conduct