TOM ZHANG

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EXPERIENCE

Connex Telecommunications   Richmond Hill, ON
Application Developer   *Jan. 2022 - Feb. 2023*
- Managed 50,000 monthly user requests by developing robust **Java** and **Spring**-based application middlelayer, ensuring seamless functionality in the client environment using of **Spring RESTful APIs.**
- Doubled help desk agent productivity by eliminating lookup time; using customer info displaying screen pops built with **Javascript** and **React**
- Empowered agents with a 500% increase in interactions by deploying **Google Dialogflow** and **Javascript** web chat
- Delivered **NLU** voice reporting service for 300 requests a month, valued at 7 million dollars, with **Javascript**
- Contributed code automatically using **Javascript, Jenkins, Terraform, Docker and Azure** devops pipeline
- **Mentored** and **onboarded** 3 of the 5 team members on the middle layer team
- Configured and deployed scalable Cloud Customer services for 7 offices with 20-150 employees using Genesys **AWS** SaaS

PROJECTS

Market Breadth | *Google App Engine, Flask, Pandas, Python, Pyplot*   *June 2023*
- Set up data collection using Python yfinance
- Provided additional statistical analysis and visualization through Pandas and Numpy
- Presents various stock market analytics using Pyplot charts on Flask pages hosted on Google App Engine

SolarHAT | *React, Node, Postgresql, MongoDB*   *Dec 2021*
- Mapped solar energy generation potential across Canada with Node Application using: Leaflet.js, React.js, Express.js and Mongodb
- Preserved user registration and generation sites using Mongodb
- Provided additional statistical analysis and visualization through Bootstrap
- Presents the cost savings opportunity of installing solar panels through Chart.JS

EDUCATION

University of Waterloo   Waterloo, ON
Bachelor of Environmental Studies in Geomatics, Minor in Computer Science   *Aug. 2015 – May 2020*

Lighthouse Labs   Toronto, ON
Full Stack development Bootcamp   *Sept - Dec 2021*

Google Cloud Architect Certification   *2022*

Azure Fundamentals Certification   *2022*

TECHNICAL SKILLS

Languages: C#, .NET, Java, Python, SQL (Postgres, Oracle, Mysql), JavaScript, HTML/CSS, R
Frameworks: React, Spring, Node.js, Flask
Developer Tools: Git/Github, Docker, Terraform, Google Cloud Platform, Azure, AWS
Libraries: pandas, NumPy, Matplotlib, Junit, Chai, Mocha