TONY TRINH

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Education

Bachelor of Science (Co-op) - Computer Science

University of Regina, Regina, SK

Relevant Courses: Artificial Intelligence, Software Engineering Methodology, Web & Database Programming, Discrete Computal Structure

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Related Skills

C++, JavaScript, MySQL, PHP, HTML, C#, Python, React.js, Tailwind.css

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Work Experience

Saskatchewan Liquor and Gaming Authority (SLGA) - Service Desk Analyst

Jan 2021 - June 2022

- Provided technical support to SLGA employees, addressing hardware and software issues, increasing workflow and productivity.
- Collaborated with various IT support teams to resolve major company wide issues.
- Configured and deployed hardware, scheduled equipment changes for remote work, and maintained records to ensure smooth operations.
- Worked with a team to transition the company to cloud database, enhancing accessibility, security and scalability.
- Cooperated with the service desk team to increase customer satisfaction rate from 71% to 93%.

Saskatchewan Government Insurance (SGI) - Systems Trainee

Jan 2017 - April 2017 | May 2018 - Dec 2018

- Managed a queue-based environment, handling calls and creating detailed issue tickets resulting in strong technical and troubleshooting skills
- Repaired office hardware, assisted in software and hardware deployments, imaged devices and provided training to new co-op students.

Projects

Portfolio website

- Developed a web application, focusing on efficient user-friendly interfaces for the platform using React.js, Next,js, Tailwind.css and Shadcn components.

VR Game Application

- Utilized Unity to develop a VR tic-tac-toe, manipulating game logic and controls using C#.
- Implemented raycasting to allow players to interact with the objects by pointing the raycast at the object and pressing a button.

Incremental Android Game Application

- Designed and implemented the UI using HTML and CSS in visual studios with the mobile application feature.
- Created game logic, animations and upgrades using C#.