

NAM TRAN

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SKILLS

- Software/Web Development
 - JS, HTML, CSS, C++, C#, Python
 - JavaScript Frameworks
 - SQL Queries and Databases
 - Bash, CMD and PowerShell
 - DHCP, Firewalls and VPN
 - Linux/Mac OS/Windows
 - Hardware Proficiency
 - Detail-Oriented
 - Initiative and Collaborative
 - Interpersonal Communication
 - Problem-solving Skills
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WORK EXPERIENCE

Student IT Support Volunteer

Sep 2022 – Mar 2024

British Columbia Institute of Technology

- Provided one-on-one and group sessions technical support to first-year students, aiding in troubleshooting computer-related issues such as software installation, network connectivity, and printer setup
- Demonstrated empathy and patience in assisting students from diverse backgrounds and skill levels, fostering a supportive and inclusive environment for learning and technology use

Software Quality Assurance Engineer

Jan 2019 – Aug 2019

Gravit-e Technologies

- Cooperated with 5 other developers to inspect and review different builds to identify, trace and help resolve up to 30 bugs daily
- Created accurate test scripts to manage automated testing using Katalon Studio software
- Utilized JIRA tickets management software to trace, report and resolve issues
- Meticulously documented over 20 pages of documentations about recurring issues and creating detailed step-by-step guides to navigate, recreate, and effectively resolve them

IT Support

Jun 2018 – Aug 2018

FV Hospital

- Collaborated with a team of engineers to deliver comprehensive software and hardware support across departments and documenting resolutions
 - Efficiently created, modified and deleted user accounts as well as managed user permissions, group memberships and access controls within Microsoft Active Directory environments
 - Exhibited excellent interpersonal skills by maintaining professional communication through phones, emails and in-person
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PROJECTS

- **EventPlug:** A web application that works as a song/artist/lyrics search engine and also allows users to make playlist as well as search up concerts for their favourite artists using React Native
 - **PokemonGame:** A website replicates the pokemon game using JS, HTML and CSS
 - **Skirmish:** An engaging 2D fighting game developed in Python, featuring dynamic combat, diverse characters, and thrilling local multiplayer
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EDUCATION

Applied Computers Science Bachelors Degree

2022 – 2024

British Columbia Institute of Technology, Burnaby BC

Computer Information Technology Diploma

2020 – 2022

British Columbia Institute of Technology, Vancouver BC