

John Dao

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Education

Diploma, Software Development, *Southern Alberta Institute of Technology*

09/2022 – 04/2024

Relevant Courses

Calgary, AB, Canada

- **Object Oriented Programming III, Database Programming, Web Development II, Mobile Application Development,** Software Analysis, Design & Management

Professional Experience

Back-End Developer Intern, *Empowered Futures* 

02/2024

Calgary, Canada

- Contributed to ideation for back-end features
- Communicated technical knowledge
- Collaborated on the development of back-end services
- Participated in and conducted technical meetings
- Back-end development with Next.js and GraphQL

ITS Service Desk Analyst - Summer Student,

06/2023 – 09/2023

Southern Alberta Institute of Technology 

Calgary, Canada

- Resolved 300+ Incidents
- Translated user needs into reasonably actionable solutions
- Logically troubleshooted problems and comprehensively documented their resolution
- Provided consistent service to all levels of staff and students through email, walk-ups, message, and phone
- Cooperated with various other ITS teams
- Supported an organization of 16,000+

Skills

"C" Programming Language

C#

Basic .NET

Python

Java

SQL/SQL Plus/ PL-SQL/NoSQL

REACT.JS / REACT Native

Web Development

HTML, CSS, JavaScript, TypeScript

ServiceNOW

Ticketing System

Microsoft Active Directory/Azure AD

NEXT.JS

Full-stack framework for REACT

Git / Github

SDLC
and UML

Microsoft Sharepoint

Microsoft SCCM

Collaboration

Cooperation and negotiation

Communication

written and verbal

Data Structures

Bootstrap

Time Management

**Hardware/Software
Troubleshooting**

Projects

Notes To Myself, *A simple notes app* 

11/2023 – 12/2023

A REACT.JS application built upon the NEXT.js framework with a Google Firebase noSQL serverless database and authentication built for simple note-taking.

App: <https://notes-to-myself-kappa.vercel.app/>

Github: <https://github.com/johnd959/NotesToMyself>

JChess, *A CLI chess game written in Java* 

12/2023

A functional chess game played on the command line built using only Java data structures.

GitHub: <https://github.com/johnd959/JChess>