

Shawn Nguyen

Focused and quick-learning Software Developer with technical and customer support skills seeking to help provide others with solutions to their needs.

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PROJECTS

ITCheckout.tech — Frontend Web Developer & Designer

- Capstone project at University of Missouri–Columbia.
- Task: Redesign current Mizzou IT Checkout website to have a modern UI and add new functionalities.
- Prototyped new UI using Figma.
- Tech Stack: HTML, CSS, Angular, Angular Material, and Firebase.

EXPERIENCE

Mizzou DoIT — Coordinator Support

MAY 2021 - PRESENT // COLUMBIA, MO

- Supervisor for Support Specialists and Consultants.
- Coordinate with upper management to run day-to-day activities across 25+ computer labs on campus.
- Create and manage work schedules for student staff of 25+ employees.

Mizzou DoIT — User Support Analyst

DECEMBER 2020 - MAY 2021 // COLUMBIA, MO

- Remote technology support via online chat system.
- Provided end user support.
- Controlling a user's device remotely when further assistance is needed.

Employed at Mizzou DoIT in smaller roles since January 2019.

EDUCATION

University of Missouri–Columbia — Information Technology

AUGUST 2018 - MAY 2022 // BACHELOR OF SCIENCE // COLUMBIA, MO

- Web and Mobile Applications Development Certificate
- Cybersecurity Certificate
- Minor in Business

SKILLS

Programming Languages

HTML, CSS, JavaScript, TypeScript, Python, Swift, Java

Libraries & Frameworks

Node.js, Express, Angular, Bootstrap, Bulma

Tools

Git, GitHub, Unix, Linux, Heroku, Hostinger, MongoDB, Firebase, Figma, Adobe Creative Cloud, VS Code

Other

Object-Oriented Programming, Technical & Customer Support, Management

ADDITIONAL

Certifications

The Web Developer Bootcamp
2022 - Udemy