

## Brian Hoang

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### EXPERIENCE

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#### IT Help Desk Assistant, Circle of Care (Toronto, ON)

Summers: 2018, 2021, 2022

- Identified software bugs in proprietary lockdown software and implemented solutions to enhance user experience
- Developed interactive front-end features for internal web applications by integrating APIs and SQL databases to store, retrieve and display dynamic user data in jQuery
- Collected usage patterns from SQL queries and analyzed user patterns to uncover security vulnerabilities and mitigate risk
- Resolved support requests through Zendesk, delivering technical assistance for proprietary mobile and computer applications alongside creating documentation to streamline future troubleshooting
- Supported over 1,000+ employees and clients through virtual platforms using modern collaboration software
- Led onboarding initiative of contemporary technologies by hosting software training sessions for staff

#### Web Developer, Malwa Welding (Brampton, ON)

May 2025 – June 2025

- Designed and developed a responsive website using React, Next.js and Tailwind CSS; deployed via Netlify with CI/CD workflows
- Collaborated with the client to define scope, gather requirements, and refine features through iterative feedback
- Built secure, scalable server-side logic with Next.js API routes, enforcing robust data handling and protection
- Monitored web traffic patterns and implemented edge function logic to mitigate malicious activity and improve web performance

### EDUCATION

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#### Bachelor of Science, Toronto Metropolitan University (Distinction)

September 2020 – June 2024

- Major: Computer Science; GPA: 3.80

### RELEVANT PROJECTS

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#### Health and Fitness Web Application

- Programmed a full stack application built on MySQL, Vue.js and Flask featuring user authentication and dynamic data visualization
- Collaborated with a scrum-focused team to define sprint goals, review deliverables, and refine features during weekly stand-ups
- Utilized Trello for agile task management, assigning story point estimates and visualizing weekly progression with burndown charts
- Designed and tested RESTful APIs using Postman, ensuring secure and scalable backend communication

#### Containerized Web To-Do Application

- Developed a full stack application built on SQLite, React and Node.js focused on interactive to-do lists
- Deployed a containerized web application with both Docker and AWS EC2 fronted by nginx
- Authored detailed technical documentation, including test plans, architecture overview and deployment instructions using Confluence

### SKILLS

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- Languages: Python, JavaScript/HTML/CSS, Java, C#, Rust, bash, SQL
- Frameworks/Libraries: React, jQuery, Vue.js, Next.js, scikit-learn, pandas, matplotlib, numpy
- Tools: Git, Docker, AWS EC2, nginx, JIRA, Confluence, Trello, CI/CD, Postman, Office365