QUINCY PHAM

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Skills Summary

- HTML, CSS, JavaScript, jQuery, NodeJS, Python, Java, PHP, React, GraphQL, Next.js, Django, MongoDB, Mongoose, Express, EJS, SQL, PostgreSQL, Angular, TypeScript, SASS, AJAX, Bootstrap, Semantic UI

- Teamwork, Leadership, Troubleshooting, Problem-solving, Technical Communication, Customer Service

- Git / GitHub, Agile / Scrum, Slack, Trello, Zoom, Microsoft Office, Adobe Creative Suite, WordPress / CMS

Project Highlight

Project Community is a community resource application, utilizing Django and PostgreSQL, intended to aid COVID-19 relief and those in need of community resources. The design philosophy is to make things as simple and accessible as possible to transform as many lives as possible. Key tasks being planning, researching, creating the resource database, and developing code that utilizes location data and text / language accessibility options to return relevant information for users to seek assistance in healthcare, food, shelter/housing, employment, education, utilities/finances, disability and other services.

Education

Computer Software Engineering Bootcamp| 2021
General Assembly

Microsoft Technology Associate Certifications | Database, Networking, & Windows OS Fundamentals

Bachelor of Art in Communication | 2015
University of Washington, Seattle

Associate of Art in Business | 2011
Seattle Central College

Work Experience

Front-End Web Developer | JULY 2021 – DECEMBER 2021
The Seattle Public Library; Contract
- Developed multilingual access with translated pages utilizing API calls for customized language messages.
- Troubleshoot and debugged technical issues across all departments, resolving hundreds of help tickets effecting thousands of patrons/staff. Support deployments, maintenance tasks, and upgrades
- Updated and consolidated calendar events, email newsletters, and web pages for a cohesive responsive experience across all platforms

Child Support Enforcement Officer / Caseworker | MARCH 2018 – JULY 2021
WA State Department of Social and Health Services
- Managed 700 child support cases from initial establishment to closure via all forms of communication
- Navigated parents through child support orders / issues and provided dynamically tailored solutions

Lead Coding Instructor | SEPTEMBER 2016 – OCTOBER 2017
Creative Coding 4 Kids
- Cultivated a safe, supportive, and transparent atmosphere for the next generation of coders to excel
- Transformed elementary students into self-sufficient troubleshooting debugging problem-solvers

System Administrator & Web Developer | OCTOBER 2013 – OCTOBER 2015
University of Washington, Seattle
- Completed help tickets, administered technical solutions, created instructional guides, and implemented bug fixes that effected hundreds of students / faculty
- Evaluated Google Analytics, collected user research, defined quantified measurements, devised plans, developed prototypes, presented demos to non-technical departments and teams, deployed applications, assessed results, iteratively refined code, and completed goal objectives