

Gyeong Gander

#260 – 580 Preritt's Lane, London, Ontario, N6G 5E5
(519) 680-1234 ; ggander@uwo.ca

PERSONAL PROFILE

- Ambitious individual possessing extensive customer service experience and strong interpersonal skills
- Clear communicator able to effectively explain complex technical information to non-technical professionals
- Energetic self-starter with 5 years of software design, problem solving & technical support experience
- Proven team player with ability to understand needs and deliver creative solutions to technical & business issues

EDUCATION

Western University, London, ON 20xx

Candidate for Master of Science (MSc) in Computer Science

- Courses taken include: AI Ethics, Software Design & Architecture, Information Visualization, Introduction to Machine Learning, Unstructured Data, Internet Algorithmics, Software Engineering for Big Data Applications and Analytics

Outeast University, Halifax, NS 20xx

Bachelor of Computer Science (BCS)

- Courses taken include: Data Structures & Algorithms, Network Computing, Systems Programming, Software Engineering, Software Development, Algorithm Analysis, Operating Systems

Related Project Experience:

A Call to Arms Software Design Project, (Final Grade: A) (Winter Term 20xx)

- Worked as part of a team in extending and modifying an existing system of an adventure game simulation program using Rombel, an object-oriented programming language similar to C and C++; efforts expected to lead to greater user integration with game characters and enhanced player experience
- Selected as a team lead of the project; organized and prioritized tasks, managed workflow progress, verified quality assurance and provided technical support to team members ensuring project milestones were successfully met and team members each played role in achieving project goals
- Prepared a professional 40-page report, designed a user-friendly format and addressed all aspects of the project, successfully producing top quality work within a limited time frame of 8 weeks and was commended by professor for 'thorough report'

WORK EXPERIENCE

Good Choice Computing, London, ON 20xx-present

Customer Service Trainer (20xx-present), Customer Service Representative (20xx-present)

- Provided extraordinary customer service, including providing prompt and courteous responses to customer inquiries, contributing 20% of all loyalty program sign ups; awarded 'Employee of the Month' in 20xx (July) and 20xx (May)
- Took on a leadership role by utilizing thorough knowledge of policies and procedures to educate new associates, leading to designation by management as a 'Customer Service Trainer'
- Analyzed monthly department and point of sales data in order to identify areas of improvement; recommendations led to change in geographic placement of retail products.
- Consolidated eight years of computer support and technical support sales data into a user-friendly Excel model; spreadsheet used by management in development of future strategy for technical support business.
- Developed business cases for stocking several new products, generating volume forecasts and execution objectives, gaining approval for increased ordering of business productivity software.

Outeast University, Halifax, NS 20xx-20xx
Academic Resource Advisor (ARA)

- Received the Lola Hayman Award for demonstrating high level of commitment to the program, involving advising students on essay writing, presentations, critical reading, and school-related inquiries
- Facilitated multimedia presentation on “Applying to Graduate and Law School” at Academic Advising Session utilizing audience engagement applications and was recognized by professor for ‘speaking confidently’ throughout session

Cespedes Restaurant, London, ON Summer 20xx
Server

- Interacted with customers in a professional manner and presented creative solutions to address customer concerns; contributed to a pleasant and enjoyable dining experience and repeat business.
- Worked with the team of hospitality staff to schedule reservations, assign tables, and manage waitlists, resulting in an efficient flow of customers through the restaurant and decreased wait times.

OTHER ACTIVITIES, INTERESTS & INFORMATION

Big Brothers of London, *Volunteer* 20xx-present

Outeast Students Council, *VP - Social* 20xx-20xx

- Organized sponsorship, table and individual ticket sales for the annual Dal Down Diabetes fundraiser, inputting confirmed sponsors and guests into relationship management database and contacting guests individually, resulting in over 10 corporate sponsors, 500 guests and \$400,000 raised

Computer Science Students Association (CSSA), *Third-year Representative* 20xx-20xx

- Served as a bridge between faculty and students by representing the interests and concerns of all third-year students in the Bachelor of Computer Science program

Junior Achievement, *Economics for Success Volunteer* 20xx-20xx

- Counseled grade 8 students regarding interview skills, cost of living, and resume development to prepare individuals for professional futures and demands of a workplace environment; students gained an awareness of the importance of higher education and how it can facilitate a broader range of career choices.

Languages: English (Fluent), Mandarin (Fluent), French (Intermediate), Spanish (Beginner)

TECHNICAL SKILLS

Languages

- Verilog, SystemVerilog, Rombel, C, C++, Python, Ruby, TCL, VBScript, MATLAB, MIPS/ARM/x86 Assembly, Bash.

Technologies:

- 5G, 4G LTE, PCIe Gen4, AXI, AHB, NVMe 1.4, UVM, FPGA, High-speed analog analysis, SoC/ASIC Architecture, Git, UART, SATA, I2C, Ethernet.

Tools:

- Synopsys Verdi, Cadence Conformal Low Power, Spyglass-CDC, Xilinx Vivado, Vim, QuestaSim, Teledyne LeCroy Protocol Analysis Suite, Xgig Analysis Suite, LTSpice, Quartus II, Oscilloscopes, Cadence Virtuoso, SolidWorks 2018, Microsoft Office Suite.