

# Kasey Chang

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<https://kschang77.github.io/portfoliov2>

## Summary

Technical Support Specialist with 5+ years of technical support, customer service, application development, and web app development; trained in data science, system administration, big data, cybersecurity, and full stack webdev

## Relevant Technical Skills

Technical support (Windows, Network, IoT, smartphones and tablets, etc.), Application Support, System Administration, Basic Data Science, Basic Cybersecurity

## Soft Skills

Problem-solving, **Communication (verbal and written)**, **Multi-lingual (English, Mandarin Chinese, Cantonese, partial Spanish)**, **Research Skills**, Typing Skills (85+ wpm), Writing and Editing, Documentation, **Customer Engagement**, **Adaptability**, **Analytical abilities**, Creativity, Resourcefulness, Curiosity, **Helping Others**, **Jack-of-all-trades**

## Education

### **Bachelor of Science – Electrical and Electronics Engineering with minor in Computer Science**

San Francisco State University

### **IBM Customer Engagement Specialist Professional Certificate**

Communication skills, handling different personalities, problem solving, process control

<https://www.coursera.org/account/accomplishments/verify/U8M8E5Y7YQQB>

### **Google IT Support Specialization Certificate**

System administration, cybersecurity, networking, trouble-shooting and debugging

<https://www.coursera.org/account/accomplishments/professional-cert/9LZTXXTZSDJV>

### **Google IT Automation with Python Certificate**

Advanced troubleshooting and debugging, code repositories, scripting with Python

<https://www.coursera.org/account/accomplishments/professional-cert/NWFAAQPTAH CJ>

### **IBM IT Fundamentals for Cybersecurity Specialization**

Types of cyber attack and defense, compliance framework and system administration

<https://www.coursera.org/account/accomplishments/specialization/V6TXWG7PCTKA>

### **IBM Data Science Professional Certificate**

Data science fundamentals, regression analysis, machine learning and more using Python

<https://www.coursera.org/account/accomplishments/professional-cert/V53AL32UTWAZ>

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## **IBM Applied AI Professional Certificate**

Artificial intelligence fundamentals, chatbot development, computer vision development

<https://www.coursera.org/account/accomplishments/professional-cert/TLBXMUHSBR79>

## **Cloudera Modern Big Data Analysis with SQL Specialization**

SQL, Big Data, Managing Cloud Storage and Clusters

<https://www.coursera.org/account/accomplishments/specialization/3ML9NP54B24NIBM>

**Full-stack web development certificate**, coding bootcamp,

University of California at Berkeley Extension

## **Experience**

Delivery Driver, Imperfect Produce, San Francisco, July 2018 to January 2020

- Deliver up to 100 orders daily from San Francisco hub to all over the Bay Area, door to door
- Optimize my own route and work with my own custom tools, being one of the fastest delivery guy despite being twice the age of most other drivers

Co-Owner and Office Manager, Ace Xpress Charter, San Francisco, 2010 to 2018

- Managed up to seven buses on the road at one time, and over a dozen drivers
- Maintained all technology in office, printer, scanner, fax, lan, PCs, mobiles, etc.
- Serviced customers from all walks of life, from club parties to scheduled runs

IT Developer, DCL Logistics, Fremont, 2002 to 2010

- Supported over hundred users in two locations of all hardware and software problems
- Administered system as part of IT team and administered database as well on MS SQL Server and Borland Paradox
- Created custom desktop database app that was key to getting and keeping a major client (name-brand hard drive maker).

## **Other Skills**

Wrote 200+ articles for Hubpages about variety of topics, from military history to scam-busting, still writes multiple blogs as well as ghostwrite blog entries for other commercial blogs.

Edited over 60 game FAQs that on GameFAQs.com alone had cumulatively 2.73 million views (not counting other FAQ websites).

Speaks Mandarin as Native, plus Cantonese, and some Spanish, and of course, English.

Helping other people daily on Reddit.com as /u/kschang in variety of subjects from writing to programming

Full stack development with JavaScript ES6 / Node.js / React.js / Express.js / Sequelize and ORM / RESTful API / MongoDB and Mongoose / Microsoft SQL and MySQL / Database development / intermediate Python / Shell scripting (Bash, Cmd, Powershell) / Regex / HTML / CSS