


Hy Vo

Data & IT Analyst

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 (+1) 289-547-5249

 www.hyportfolio.com

 github.com/HyAscension

Education

Niagara College

2020 - 2022 | Welland, ON, Canada

3 Years Advanced Diploma in Computer Programming & Analysis (co-op)

Technical Skills

Programming Languages

C#, JavaScript (ES6), HTML, CSS, Python, Java, SQL

Libraries & Frameworks

ASP.NET, ASP.NET Core, Blazor, Mono, UWP, jQuery, Node.js, Bootstrap 5

Tools & Platforms

Visual Studio, VS Code, MongoDB, SQL Server, Power BI, Eclipse, NetBeans, Jamf, AWS Amplify, WordPress, Blackbaud

Work Experience

Data/Helpdesk Analyst Co-op @ Ridley College

Feb 2023 – Now | St. Catharines, ON

- Overseeing & managing cloud-based Entra/Azure directories alongside troubleshooting.
- Creating & managing a Power BI dashboard to manage the MFA status of all staff/faculty accounts.
- Providing customer service & diagnosing and repairing damaged MacBook parts for students and staff.
- Reconfigure MacBooks with JAMF management software and assign them to return staff/students.

Peer Tutoring @ Niagara College

Nov 2021 – Dec 2022 | Welland, ON

- Assisted 1st and 2nd-year students in developing UWP, .NET, JavaScript, and Python projects.
- Explained coding concepts to students, ranging from script programming, and contemporary storage systems, to enterprise-developing pattern designs and RAD client-server.

Helpdesk Analyst Co-op @ Ridley College

May 2022 – Sep 2022 | St. Catharines, ON

- Sort and download Azure AD records using PowerShell for the MFA employee update project.
- Provide first-person customer service to students/staff.
- Diagnosed and replaced damaged MacBook parts for students and staff.
- Reconfigure MacBooks with JAMF management software and assign them to return staff/students.

IT Intern @ iCare Repair Center (Trung Tâm iCare)

June 2019 – Dec 2020 | Thu Duc, Vietnam

- Replaced and repaired computer hardware (CPU, RAM, hard drives, cases) for customers.
- Tested operating systems, desktop apps, and networks for bugs and security weaknesses.
- Assisted customers in purchasing computers and parts for personal uses and/or businesses.

Interests

- Badminton, table tennis, reading, hiking, video games