

# Jun Kit David Tang

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## Skills

- **Programming Languages & Frameworks:** JavaScript, C#, React, Node.js, Python, SQL, Java, C++
- **Tools:** HTML/CSS, Git, Visual Studio, Figma, MongoDB, PostgreSQL, WordPress, Docker, Bootstrap
- **Fluent in multiple languages:** English, Mandarin, Cantonese, and Malay

## Experience

### IT ANALYST

**FARM BUREAU FINANCIAL SERVICES, DES MOINES, IA**

**JULY 2021 - CURRENT**

- Resolved support tickets (**15-20 daily average**) through **ServiceNow** in a timely matter, getting an average of **83%** customer satisfaction rating on exit surveys
- Diagnosed software bugs with development team, creating detailed documentation and updating knowledge base articles with effective fixes and workarounds to improve the software's functionality

### TECHNICAL SPECIALIST

**IOWA STATE UNIVERSITY, AMES, IA**

**JAN 2019 - MAY 2021**

- Built a **responsive website** utilizing HostGator as a hosting platform, facilitating an online language class focused on Mandarin tones for faculty members, increased engagement with students by **70%**
- Researched innovative educational technology hardware and software and wrote product reviews for faculty and provided recommendations to supervisor

### IT INTERN

**COMPUTER RESOURCE SPECIALIST, IA**

**MAY 2019 - AUG 2019**

- Revamped the library catalog and website for Pleasant Hill Public library for better accessibility to materials using Polaris Integrated Library software
- Configured satellite dishes for network enhancement and file sharing between office buildings, increasing the networking speed between office buildings by **5** times

## Projects

**Spanish 303B Course Materials - <https://span303b.lang.iastate.edu/>**

- Revitalized online Spanish course materials, utilized by over **90 students** per semester, through migration from Adobe Flash to **HTML, CSS, and JavaScript**, resulting in an interactive and engaging learning experience
- Managed and trained a team of two assistants to use **Articulate 360** to build interactive course materials

**My Portfolio - <https://davidtangjk.github.io/>**

- Developed a range of **web applications**, showcasing my skills in web development and problem-solving
  - Designed a user-friendly Weather App by leveraging Nodejs, **Open Weather Map API**, and **FontAwesome**
  - Constructed a Notes Keeping App using modern web technologies like React.js, JavaScript, and **Material UI**
  - Created To Do list app with the help of Node.js, Bootstrap, HTML Forms, and **MongoDB**

## Education

### BACHELOR OF SCIENCE

**IOWA STATE UNIVERSITY, AMES, IA**

**JAN 2017 - MAY 2021**

- Major: **Computer Science**

### THE COMPLETE WEB DEVELOPER BOOTCAMP CERTIFICATE

**UDEMY**

**SEP 2022**