

Tommy Dinh

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EDUCATION

UNIVERSITY OF CALGARY

B.S IN SOFTWARE ENGINEERING
Sept 2019 - Apr 2025 | Calgary, AB

SKILLS

PROGRAMMING

Java • C/C++ • Python
HTML • CSS • SQL
PHP • Javascript • React JS

NON-PROGRAMMING

Microsoft Excel • Jira • Junit
Microsoft Word • Github
Docker • Kubernetes • XAMPP

CONCEPTUAL

Operating Systems • Networks
Databases • Computer Security
Web Development • Embedded Systems
Software Development Life Cycle
Data Structures and Algorithms
Unified Modeling Language
Object-Oriented Programming

EXTRACURRICULAR

CLUBS

- Electrical, Computer, and Software Engineering Students' Society
- The Information Security Club
- U of C Ski and Board Club
- Vietnamese Student Association

ADDITIONAL INFO

INTERESTS

Travel • Weightlifting • Sports
Video Games • Music

AWARDS AND RECOGNITION

- Jason Lang Scholarship 2020
- Alex Rutherford Scholarship 2019
- St. Gabriel Athlete of the Year 2018
- St. Gabriel Athlete of the Year 2017
- Volunteer Church Alter Server 2017-2019

PROJECTS

REAL ESTATE WEBSITE

Dec 2022 | CPSC 471 Final Project

- Led the development of a web-based real estate search system by collaborating with a team of students following an agile approach, utilizing HTML, CSS, PHP, and Javascript resulting in a personalized platform for users to create profiles and find their ideal property.
- Designed and implemented the database architecture for storing and managing user and property data, leveraging SQL and XAMPP, resulting in an efficient and scalable system for seamless data management.
- Developed both the front-end and back-end functionalities of the user registration/login and messaging features, applying security measures to defend against SQL Injections.

PROPERTY RENTAL MANAGEMENT SYSTEM

Dec 2021 | ENSF 480 Final Project

- Collaborated within a team to design and develop an intuitive GUI application using Java and MySQL, enabling users to perform profile-based commands, such as listing and renting properties.
- Guided the development of the user interface application by utilizing Swing with MySQL database, producing a highly functional interface.
- Applied industry-standard software design principles and design patterns to optimize code reuse and scalability of applications, leading to a highly maintainable scalable software product.

OFFICE INVENTORY SYSTEM

March 2021 | ENSF 409 Final Project

- Coordinated with a team in the design and development of an object-oriented office appliance program, which enabled users to order appliances based on parts inventory, utilizing Java and MySQL technologies, resulting in a highly functional and efficient program.
- Played a key role in the development of the database tables and the implementation of SQL queries, ensuring high data integrity and streamlined data retrieval processes.

WORK EXPERIENCE

TECHNICAL SUPPORT ENGINEER | IBM

From May 2023 – Present | Markham, ON

- Collaborated with clients on a case-by-case basis to deliver tailored solutions for seamless product integration and usage.
- Proactively monitored clients' cloud environments to ensure operational stability, taking prompt action to resolve any issues identified.
- Developed comprehensive documentation outlining procedures for responding to alerts during customer environment monitoring.
- Contributed to the development of a scheduling tool utilized by our team for managing PTO, shift schedules, and other operational tasks.
- Worked with multiple teams to design and implement solutions that effectively resolve client challenges.