

Andrew Nguyen

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Education

University of Houston, Houston, TX

Bachelor of Science, Computer Science

Expected Spring 2025

Skills

Programming Languages: Python, C++, SQL, PHP, HTML, CSS, JavaScript

Developer Tools: Git/Github, Visual Studio Code, PyCharm, MongoDB Compass, DBeaver, Postman, Jupyter Notebook

Technologies/Frameworks: React, Node.js, Express.js, MySQL, MongoDB, Tailwind CSS, Bootstrap, jQuery, Tensorflow

Professional Experience

University of Houston, Houston, TX

IT Customer Support

August 2021 – September 2023; February 2025 - Present

- Troubleshoot and resolved over 500 software and hardware issues for over 50,000 university students and staff.
- Guided over 100 clients and colleagues weekly through step-by-step technical solutions, reducing repeat incidents by 15% by proactively implementing measures to prevent recurring issues, enhancing customer satisfaction.
- Collected and analyzed customer data to identify service trends, delivering insights in reports that improved service efficiency by 10%.

Projects

Military Aircraft Detection Model

Python, TensorFlow

October 2024 – November 2024

- Led a team of 4 in the development of a Convolutional Neural Network model using Python and Tensorflow, leveraging ResNet50 and EfficientNetV2-B0 architectures to achieve accurate identification and classification of 73 types of military aircraft from data consisting of over 60000 images.
- Implemented a data preprocessing workflow for optimal training which included image resizing, normalization, and augmentation to enhance model performance and generalization, resulting in an 94% accuracy using Sparse Categorical Cross Entropy.
- Coordinated task assignments, streamlined data pipeline, and provided guidance on CNN architecture and hyperparameter tuning, optimizing ResNet50 and EfficientNetV2-B0 implementations for improved precision and reliability across multiple aircraft types.

Voluntify

React.js, Express.js, Node.js, MongoDB

September 2024 – November 2024

- Led a team of 2 in the development of a full-stack web application enabling 100+ users to sign up for and track events based on preferences, with CRUD functionality for managing user accounts, event data, and administrative tasks.
- Designed and developed the backend using MongoDB, Express.js, and Node.js, using RESTful APIs to perform CRUD operations for user authentication, event tracking, personalized recommendations, and administrator functionalities.
- Implemented Agile methodologies, reducing development cycle times by 20% and ensuring timely delivery of project milestones.

Post Office Database

HTML, CSS, Javascript, SQL

March 2023 – May 2023

- Collaborated with a team of 4 to design and implement a package handling system that streamlined tracking for 100+ users, integrating real-time status updates and automated notifications to improve efficiency and reduce manual tracking errors.
- Contributed to the development of a MySQL database for 100+ packages, implementing SQL queries to enhance data integrity and retrieval speed, while safeguarding against inconsistencies, improving overall system reliability.
- Played a key role in the development of the front-end design, enhancing user interaction and aesthetics by leveraging Tailwind CSS to craft a visually appealing and intuitive user interface.

Extracurricular Activities

Society of Asian Scientists and Engineers, Media Team Member

January 2025 - Present

- Captured and edited photos for 15+ events, boosting social media engagement and documenting key milestones to enhance branding and foster community connection.

Independent Photographer, Freelance

November 2023 - Present

- Provided photography services for events and portraits, managing client interactions, capturing and editing images, and handling business operations efficiently.

After School Stem Coders, Moderator

August 2020 – August 2021

- Co-founded UH's largest computer science society with 900+ members, supporting students through remote/hybrid learning with professional development, networking, and inclusive initiatives.