

Diem Ly

Austin, TX 78741

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Skills

Languages/Scripting: Python, JavaScript, TypeScript, SQL, Excel VBA, Bash
Frameworks: Node.js, Express, React, Angular, .Net (familiar)
Web: HTML, CSS (SASS, Tailwind, Bootstrap), ShadCN, Webpack, PWAs
AI & LLM Tools: OpenAI API, LangChain, Prompt Engineering, RAG (Retrieval-Augmented Generation), LangChain Prompt Templates, Structured Output Parsers, TypeScript-based AI integration
Databases: PostgreSQL, MySQL, NoSQL (MongoDB, Firebase), Oracle, ORMs, AWS Redshift
Data & BI Tools: Power BI, Excel VBA, Tableau, Zoho Analytics, R, BigQuery, Regex, ETL, KPI reporting
Cloud & DevOps: AWS (Lambda, S3, CloudFormation), Azure, Vercel, Docker, Kubernetes, Git, CI/CD
Testing & QA: Regression Testing, UAT, Jest, Cypress, Playwright
Tools: Postman, Insomnia, GraphQL, Jira, Confluence, SharePoint, Teams, Slack, Microsoft Office Suite, GitHub

Experience

EdX (via Trilogy/2U) / Student Success Analyst/TA - Full Stack Modern Web Development

June 2021 - PRESENT, Austin, TX

- Monitored student engagement trends; identified intervention points that raised graduation eligibility by 68%.
- Developed Python automation tools to streamline workflow and reduce manual tasks.
- Guided students through SQL database design, query writing, data transformation, optimization, backend integration, API design, and Agile workflow practices including CI/CD and test automation..
- Facilitated GenAI development workshops using OpenAI and LangChain to teach students how to build AI-powered tutor APIs with prompt engineering, LLM integration, and structured output parsing.

Vana Solutions / Junior Software Engineer

Jan 2021 - Jan 2022, Dayton, OH

- Contributed to a custom file management SaaS platform by delivering feature enhancements, resolving bugs, and refactoring core modules as part of version releases. Additionally, implemented a managed support ticketing workflow within an in-house CRM system, integrating Power BI reporting to create views and procedures for support ticket analytics.
- Collaborated with stakeholders to translate business needs into prioritized technical solutions, aligning sprint goals with operational strategy and customer outcomes.
- Wrote and optimized SQL queries and Python scripts to support a legacy to AWS system migration, supported quality assurance testing (UAT, regression) and root cause analysis across key business units.

Aflac / District Manager/Regional Strategy Analyst

May 2016 - Dec 2021, Dayton, OH

- Built an automated Excel-based CRM system to streamline KPI tracking and reporting.
- Integrated business logic into reports to improve decision-making and performance forecasting.
- Used internal audit data to support strategy adjustments and improve internal team reporting cadence.
- Led the rollout of Microsoft Dynamics 365; designed custom data views and dashboards.

Education

St. Mary's University / Bachelor's in Chemistry, *Math & Biology*

Aug 2010 - May 2014, San Antonio, TX

University of Texas / Full Stack Web Development Certificate

Oct 2021

Google Career Certificate / Data Analytics Specialization

Oct 2021

Certifications

Amazon Web Services Cloud Practitioner, SCRUM PSM I, PSM II

United States Department of Defense Security Clearance

AWS Solutions Architect Associate (In Progress)