Joseph Tuong

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Education

University of North Carolina at Chapel Hill   May 2022
- B.A. Computer Science
- Relevant Coursework: Algorithms, Data Structures, Operating Systems, Web Development, Software Engineering, Machine Learning, Files and Databases

Skills

- Languages: Java, JavaScript, HTML, CSS, SQL, Python
- Libraries/Frameworks: React, Node.js
- Development: Docker, Git, Visual Studio Code, Eclipse
- Certifications: Microsoft Azure Fundamentals (AZ-900)

Experience

Consumer Direct Care Network| Nashville, TN   July 2023 - present
Administrative Coordinator II
- Conducted system audits and developed Python scripts and Excel macros, reducing manual entry time by 30%
- Trained over 60 staff on company software and data processing, enhancing operational efficiency
- Maintained a database of 400+ prospective clients, ensuring data accuracy for quick decision-making
- Collaborated to redesign database schemas, improving data retrieval processes
- Played a key role in data analytics projects and facilitated seamless data transfer during a company transition

American Nail Spa | Boiling Springs, NC   June 2019 - February 2023
Nail Technician & Receptionist
- Specialized in advanced gel and acrylic techniques, achieving a 90% customer retention rate
- Maintained supplies and assisted in salon operations and machinery maintenance
- Greeted and booked clients professionally, while also handling customer incident de-escalations
- Supervised and trained staff in specialized manicure techniques
- Developing an in-house application for appointment scheduling to streamline operations

Projects

Business Website for Nail Salon (On-going)
Sole Developer (Front-end and Back-end)
- Developed a 5-page business website using React and JavaScript, focusing on aesthetics and user experience
- Engineering a backend using Node.js/Express, using RESTful APIs, secure user authentication, and database integration with MySQL for data management and appointment scheduling
- Implemented an interactive gallery and ensuring cross-platform compatibility for accessibility
- Developing a feature-rich reservation system with features like confirmation emails, reminders, and reporting
- Employing SEO optimization strategies through keyword research and authoritative content

Self-Hosted Network-Attached Storage (NAS) and Media Server
Sole Administrator
- Implemented a NAS system using Proxmox and TrueNAS, focusing on secure and private file storage and media serving
- Overcame challenges in web exposure and file permissions by configuring Cloudflare and Linux
- Automated media file request-to-view process within 10 minutes using custom scripts
- Achieved 18 TB storage capacity and high-speed file transfers up to 30 Mbps via SMB
- Successfully served over 15 web applications with multi-layer security, providing access to 5 users
- Utilized Docker, Docker Compose, and GitHub for environment setup and version control