

Kevin Nguyen

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PROFESSIONAL SUMMARY

Passionate Computer Science graduate with a strong foundation in Web development and cloud technologies. Proficient in multiple programming languages and frameworks, with hands-on experience in developing secure web platforms and innovative applications. Having experience solving complex problems and improving user experiences through efficient coding and system design.

EXPERIENCE

Technical Operations Assistant

Aug. 2014 – Present

Sushi Nini

Round Rock, TX

- **Optimized POS Systems:** Applied technical expertise to troubleshoot and enhance the restaurant's POS systems, improving transaction speeds by 25%.
- **Network Management:** Managed network configurations and system maintenance, ensuring 99.9% up-time and reliable connectivity.
- **Elevated Customer Satisfaction:** Resolved customer concerns quickly in high-pressure environments, improving overall satisfaction ratings.

Computer Lab Technician

June 2023 – Sep. 2023

University of Texas at San Antonio

San Antonio, TX

- **Streamlined Technical Support:** Resolved over 20 technical issues weekly for students and faculty, improving user satisfaction and reducing repeated support requests by 15%.
- **Reduced System Downtime:** Maintained and optimized lab systems, cutting downtime by 10% and enhancing functionality for more than 500 users.
- **Maintained Development Environments:** Managed updates and configurations of IDEs and coding software, ensuring optimal performance for over 500 users.

Web Development Intern

Aug. 2021 – Dec. 2021

Chromosome18

San Antonio, TX

- **Developed Secure Web Platforms:** Built and maintained web applications for genetic research using HTML, CSS, JavaScript, and back-end technologies
- **Facilitated Cross-Functional Success:** Collaborated with researchers and IT teams to meet 100% of project deadlines, contributing to significant advancements in genetic studies.
- **Strengthened Data Security:** Implemented security features that safeguarded sensitive information, resulting in zero data breaches during tenure.

Software Engineering Intern

Jan. 2017 – May 2017

IBM

Austin, TX

- **Innovated with IBM Cloud:** Developed and integrated cognitive computing applications using IBM cloud technology, enhancing system capabilities and contributing to an increase in processing efficiency.
- **Communicated Technical Insights:** Created and delivered detailed project reports and presentations to senior leadership, ensuring strategic alignment and clarity, which facilitated informed decision-making.
- **Collaborated with cross-functional teams** to design and implement innovative solutions, meeting tight deadlines.

EDUCATION

University of Texas at San Antonio

San Antonio, TX

Bachelor of Science in Computer Science

Aug. 2017 – August 2023

- **Relevant Coursework:** Operating Systems, Computer Organization, Cloud Computing, Data Security and Compliance

TECHNICAL SKILLS

Programming Languages: C, C++, Java, Python, JavaScript

Web Development: HTML, CSS, JavaScript, React, Node.js, Express.js, RESTful APIs

Software Development: Object-Oriented Programming, Data Structures and Algorithms, Software Design Principles

Communication: Strong written and verbal communication skills, effective teamwork, customer service excellence

Certifications: AWS Certified Cloud Practitioner, AWS Solutions Architect Associate

Employability Status: US Citizen