LONG NGUYEN THANH LE

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EDUCATION

Eastern Michigan University   **Expected June 2026**
Bachelor of Science. Computer Science Applied   *GPA: 3.81*

CERTIFICATIONS

- Scholarships: Award a half-funded scholarship for academic excellence and commitment.
- Certificates/Awards: Recognized for outstanding academic performance in Dean's List for 5 consecutive semesters.

PROFESSIONAL EXPERIENCE

Eastern Michigan University   **Ypsilanti, MI, USA**
IT Help Desk - Technician   *January 2023 - Present*
- Enhanced prompt access to university systems and resources by resolving technical issues for over 200 students, faculty, and staff each month, reducing downtime and boosting productivity for campus users.
- Boosted first-call resolution rates by 30% through effective collaboration with IT professionals to escalate complex issues, resulting in faster problem resolution and enhanced user satisfaction across the university.

Eastern Michigan University   **Ypsilanti, MI, USA**
HOUSING ENGAGEMENT SPECIALIST   *January 2023 - May 2023*
- Maintained a 95% guest satisfaction rate by ensuring a welcoming check-in process and strict adherence to security protocols.
- Successfully reduced housing policy violations by 25% within six months, fostering a safer and more respectful living environment.

Eastern Michigan University   **Ypsilanti, MI, USA**
SEEUS   *September 2022 - May 2023*
- Increased campus safety by providing escorts to over 200 individuals, contributing to a 30% improvement in student satisfaction with campus security.
- Collaborated with EMU Police to address 100+ environmental concerns annually, improving campus security and reinforcing a strong, safe campus culture.

PROJECTS & OUTSIDE EXPERIENCE

Drone Racing Competition   *October 2024*
Language: Python, PHP, SQL
- **Designed and implemented a drone racing application** using **Python** for backend development and **SQL** for managing pilot data, featuring a real-time leaderboard that ranks pilots based on flight times recorded through altitude changes.
- **Developed user authentication and registration functionality in PHP**, enabling secure pilot sign-ups and efficient tracking of race results.

Weather Dashboard   *June 2024*
Language: Python, PyQt5, OpenWeather API, RESTful API Integration, Error Handling, Object-Oriented Programming (OOP)
- **Designed and developed a weather application** using **PyQt5** for the front-end interface and **Python** for backend data processing, providing real-time weather information and a 5-day forecast for any location
- **Used the OpenWeather API** to fetch weather data and integrated it via **RESTful API**, implementing **OOP** principles ensures modularity, scalability, and clean code architecture, optimizing data flow and achieving a **40% reduction in loading time**

Student Management System   *February 2024*
Language: Java, MySQL, Object-Oriented Programming (OOP)
- **Developed a database-driven application** using **Java** and **MySQL** to manage student information, grades, and attendance.
- **Created a user-friendly graphical interface** with **Java** Swing, allowing teachers to perform **CRUD** operations on student records. Applied **OOP** principles, improving system maintainability and reducing code duplication by 25%.

SKILLS

Programming Languages: Java, Python, JavaScript, TypeScript, HTML/CSS, SQL, Bash, PHP
Frameworks/Libraries: React JS, Flask, Node JS, Angular, Git, AWS, Docker, SOAP/REST/Google cloud APIs
Languages: Vietnamese, English, Spanish