

LONG NGUYEN THANH LE

+1 (734) 219-1857 | tlenguye@emich.edu | Ypsilanti, MI, USA | linkedin.com/in/long-nguyen-thanh-le/

EDUCATION

Eastern Michigan University

Bachelor of Science. Computer Science Applied

Expected June 2026

GPA: 3.81

CERTIFICATIONS

- Scholarships: Half funded scholarship at Eastern Michigan University.
- Certificates/Awards: CAS 2022, 2023 and 2024 Dean's List

PROFESSIONAL EXPERIENCE

Eastern Michigan University

IT Help Desk

Ypsilanti, MI, USA

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

HOUSING ENGAGEMENT SPECIALIST

Ypsilanti, MI, USA

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

SEEUS

Ypsilanti, MI, USA

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

Language: Python, PHP, SQL

October 2024

- **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

Language: Python, PyQt5, OpenWeather API, RESTful API Integration, Error Handling, Object-Oriented Programming (OOP)

June 2024

- **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

Language: Java, MySQL, Object-Oriented Programming (OOP)

February 2024

- **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