(MARK) KIET NGHIEM

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SKILLS

JavaScript (ES6), TypeScript, Node.js, Express.js, React + React Router, Redux, SQL - PostgreSQL, NoSQL - MongoDB, CSS3 + Tailwind CSS, HTML5, AI/ML, Cookies + BCrypt + JWT, OAuth + Passport.js, Chart.js, Sequelize, Kubernetes, Prometheus, Webpack, Vite, Docker, Jest, Vercel, Postman, Lucide React, MaterialUI, AWS, GCP, SASS, Zustand, Axios, Helm, Istio, Git (Version Control), Wireframing (Excalidraw), OOP, Agile/Scrum.

EXPERIENCE

Software Engineer | BottleNetes | OSLabs – Management Tools for Kubernetes Clusters | Website   **2024 – Present**

- Built the front-end using React libraries to create modular and reusable UI components with declarative names for ease of navigation, access, and updates, taking advantage of creating HTML elements and inline styling, enhancing code development process by an average of 25% as well as improved rendering time with optimized performance and better UI/UX.
- Applied Zustand to centralize all scattered React states from multiple UI components into a single-sourced, maintainable, and expandable at-scale global store, making states reusable across all components, resulting in a cleaner and more consistent codebase with a total reduction of 20% while maintaining and improving the workflow of all functionalities in addition to smoother debugging processes.
- Leveraged PostgreSQL alongside open-source platforms such as Supabase to design normalized schemas with well-defined data types, length, and constraints, ensuring ACID-compliance for reliable transactions and vertical scalability for growing query loads, while utilizing Sequelize ORM with pre- and post-hooks for secure data encryption, enhancing data integrity, structured storage, and scalability for relational queries.
- Implemented Chart.js's advanced visualization features, including responsive scaling, customizable axes, and real-time data updates to create and visualize a performant dashboard with various charts, integrating PromQL queries to retrieve accurate data from Prometheus, enabling end users to monitor critical metrics with precision and clarity, fostering data-driven decision-making and operational efficiency.
- Created local Kubernetes clusters with Minikube for development and testing, leveraging its support for multi-node configurations and isolated environments to inspect and debug deployments, validate production readiness with proper configurations, and identify bottlenecks, which informed the development of a visualization and multi-functional application for streamlined diagnosis and cluster management.
- Utilized Trello to ensure clear prioritization, on-time delivery and seamless team collaboration in daily stand-ups, aligning on goals, identifying blockers and ensuring consistent progress, combined with the conduct of daily code review sessions to maintain code quality as well as promoting best practices while effectively managing tasks and project workflows.

General Manager | Dohuy, Inc | MeetFresh USA   **2019 – Present**

- Troubleshot and resolved POS hardware/software issues, internet connectivity problems in addition to deploying software, drivers and BIOS updates to minimize and improve service interruptions, collaborating with vendors and IT support to ensure timely fixes and implemented proactive maintenance routines, preventing system downtime and ensuring smooth business operations.
- Employed ADP and Paychex to supervise a team of 30+ staff members, including hiring, training, and scheduling to ensure streamlined and smooth daily operations, implementing performance evaluation systems and facilitating professional development, resulting in a 20% improvement in employee retention and operational efficiency.
- Fostered a customer-first culture by training staff in effective communication and conflict resolution strategies, handling escalated customer concerns personally to ensure quick and satisfactory resolutions, contributing to a 15% increase in repeat customers and positive online reviews, coupled with a 10% growth in annual revenue.

PROJECTS

Software Engineer | YAP – Your Adaptive Persona – AI Social Skill Building Platform

- Designed and implemented AI-driven conversation models using the OpenAI API, configuring custom personas, prompts, and temperature levels for real-life scenarios such as networking, casual, and dating interactions, in addition to integrating breakout phrases to detect and terminate inappropriate language automatically, enabling dynamic, adaptive and safe communication models that enhanced user experiences compared to static systems.
- Engineered a scalable backend using Node.js and Express, managing HTTP/API requests to concurrently handle user authentication via OAuth using Passport.js and process user requests to multiple APIs, utilizing custom middlewares and modular routing to securely authenticate users, format responses, and forward them back to end-users, creating a logical chain of requests and responses, enhancing code readability, debugging efficiency, application maintainability and security by delegating authentication to trusted OAuth provider.

Software Engineer | ArmaDollar Saver – Subscription Tracker and Budget Management

- Employed Vite to accelerate application development and simplify configuration and development cycles, leveraging its built-in features for minification, code uglification, and seamless integration with React to create a production-ready multi-page application, leveraging its HMR API for instance, and precise back-end updates during development as well as Pre-bundling feature to improve code development and page loading speed, resulting in faster builds, improved application performance.
- Constructed non-relational databases using MongoDB to efficiently store and retrieve user credentials, monthly spending, budgets, and subscription data with flexible and scalable schemas to accommodate evolving data structures, optimizing the database for a small-scale application.

INTERESTS

- Gaming and exploring modifications such as HUD skins or Outfit Mods to enhance UI.
- Sharing food and great stories with friends and colleagues after a productive day.

PUBLICATIONS / TALKS

Tech Talk – Kubernetes	**2024**
Product Demo Presentation – BottleNetes	**2025**

PROFESSIONAL DEVELOPMENT

Contribute to Tech Accelerator, building Open-source Solutions – OSLabs

Autonomous Learning – Codecademy | Frontend Masters