

NHAN KHANG LE

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Software Engineer: Full Stack Debugger - UI Performance Optimization - Brand Representation

Junior developer able to recognize complex problems and troubleshoot issues to develop solutions within the software development lifecycle. Skilled at collaborating with co-workers for goal-oriented results.

CORE COMPETENCIES

- | | | |
|----------------|---------------|-------------------------|
| • React, Redux | • NodeJs, NPM | • Client Satisfaction |
| • JavaScript | • Express | • Customer Service |
| • HTML | • MongoDB | • Perseverance |
| • CSS | • GitHub | • Relationship Building |

EDUCATION

Software Engineering Bootcamp | Per Scholas | 2022

EXPERIENCE

Nail Technician	Snappy Nails Denver, CO	(2021 - 2022)
Provided manicure-pedicure services and listened to customer needs to achieve client satisfaction.		
<ul style="list-style-type: none">Built sustainable relationships with customers to keeps the stability of the shop's revenue.Met with clients to discuss needs, service preferences, and special requests.Performed a high volume of daily tasks in gel, acrylic, and natural manicures.Enforced safety procedures following facility policies and government regulations.		
Ticketing Supervisor	Hoian Impression Theme Park Viet Nam	(2020 - 2021)
Supervised ticket procedure, collaborated with marketing team and delivered exceptional customer experience.		
<ul style="list-style-type: none">Promoted to three different roles, resulting in promotion to Ticketing Supervisor.Coordinated with city officials to provide event coordination and sales to promote tourism and cultural experiences.Trained employees on best practices and protocols while managing teams to maintain optimal productivity.Supported the marketing and sales teams by providing technical solution, including a new sales management system		
Bellman	Sheraton Grand Da Nang Viet Nam	(2017 - 2020)
Provided innovative customer-centric solutions at one of the most prestigious hotels in Viet Nam.		
<ul style="list-style-type: none">Provided support to 30 ministers and world leaders at APEC Viet Nam 2017, an annual international economic forum in the Asia-Pacific region.Served as a member of the primary front-office team to ready the hotel for the grand opening with a 14-day turnaround time.Worked closely with VIP guests using high-demand security policies to ensure the safety and privacy of each individual.Followed brand signature's standard, paying close attention to detail and responding to guests' requests confidentially and expeditiously.		
Receptionist	Vinpearl Da Nang Ocean Resort and Villas Viet Nam	(2016 - 2017)
Managed reservations and provided excellent customer service for prominent guests.		
<ul style="list-style-type: none">Recognized for reorganizing data to improve billing task completion speed by 60%.Promoted from Bellman to Front Desk Associate within three months.Worked closely with guests using resort's policies to promote safety and privacy of customers.		