

LISA NGUYEN

FULL STACK DEVELOPER

✉ lisathuanguyen@gmail.com ☎ (408) 206-4164 📍 Greater Portland Area in /in/thecraftycoder 🔄 thecraftycoder

SUMMARY

I am a passionate developer who as a child, took apart hardware to see how everything worked "under the hood". 20 years later, that sense of curiosity and passion drives me to understand how tiny elements of code work together to create something larger that benefits everyday users. I believe my operations background and my user experience driven development style make me an excellent developer.

SKILLS

Proficient: jQuery, HTML, CSS, JavaScript, Ruby, Ruby on Rails, SQLite, PostgreSQL, Python, pgAdmin, Electron.js, Ajax, Flask, SQLAlchemy, Chart.js, D3.js, Front End Web Development, Software Development, Git

Professional: Salesforce.com, Order Management, Deal Vetting, Data Integrity, Order Processing, Contract Admin, Cash to Quote, CRM, Agile Development, Documentation

EMPLOYMENT

PDX Code Guild, Intro to Programming Instructor, Portland, OR 06/19 - Current
Programming 101 Instructor

- Teach two Intro to Programming courses a month that exposes students to the basics of Python and programming concepts
- Provide feedback to students throughout duration of course to develop their skills
- Course is structured to simulate a work environment
- The goal of the class is to show students that anyone who wants to learn how to code, can.

Business Analyst/Salesforce Admin

- Tasked with selecting a CRM to streamline business processes and drive efficient growth
- Oversaw the implementation of Salesforce and configured layouts customized it meet departmental needs
- Build reports to support strategic initiatives and decision making

Product Owner

- Identified an opportunity to expand the company portfolio by adding an introductory online course
- Mapped out the product initiatives and defined the user stories
- Currently in development phase where initial content creation is underway
- Soft launch target is Q1 2020 with goal of increasing students by 50%

Lisa of All Trades, Freelance Developer, SF Bay Area 07/18 - Current

San Francisco County Sheriff's Department - Front End Dev/Tech Lead (Dec 18 - Jun 19)

- Managed portfolio for product feature work for public site
- Met with stakeholders to prioritize backlog of work for features, support, and bugs
- Developed work according to SDLC process
- Demoed work to stakeholders and implemented feedback
- Tech Stack: HTML, CSS, JavaScript, jQuery

Zum Inc - Redwood City - Customer Success (Sep 18 - Oct 18)

- Increased fulfillment time by 25% by building and maintaining customer relationships
- Worked with product team to highlight issues and bottlenecks to streamline business processes
- Recorded and tracked improvement suggestions in Easynote.io, a task management system
- Reduced customer communication costs by 50% by researching & testing new vendors

Apple Inc., Software Developer via Apex Systems, Sunnyvale, CA 06/17 - 06/18

Onboarding Desktop App - JavaScript - Full Stack Developer

- Learned Electron.js in two weeks to create an onboarding desktop app that is now being used company wide
- Worked closely with Maps GIS training team to highlight goals and priorities
- Led weekly meetings to present demos and how feedback has been implemented
- Refactor code at every chance so future enhancements are smooth
- Maintain clean, clear documentation for management and team members
- Tech Stack: HTML, CSS, JavaScript, jQuery, Electron.js

Project Management Web App - Python - Full Stack Developer

- Learned Flask in 3 days to write routes, forms, and views to track various projects and their issues
- Used Python & AJAX to write a permission comparison tool to help managers assign tasks to their reports
- Learned Chart.js in 1 week to display metrics on issues and their priority level
- Learned D3.js to build dynamic charts for data analysis
- Tech Stack: HTML, CSS, JavaScript, jQuery, Chart.js, D3.js, Flask, Python, SQLAlchemy

Metaswitch Networks, Sales Ops Admin

07/16 - 10/18

- Vetted deals up to \$1.6M supporting 5 Territory Managers across 2 Sales Regions by reviewing contracts, service terms, export compliance, payment terms, and revenue recognition during Q2C
- Supported the finance and sales team by managing equipment and revenue forecasting
- Facilitated communication between the Sales and Operations Manufacturing teams and enforced company policy for order approvals
- Drove application improvements and automation for Salesforce and homegrown applications by highlighting bottlenecks, creating diagrams, and mapping data flow

Aruba Networks, Sales Administrator

10/14 - 06/16

- Managed data for stock levels, pricing, part numbers, order status, tracking, etc. for 40 sales managers across 8 territories
- Vetted 100+ purchase orders weekly to ensure compliance with company policies and SOX audits (Internal/Monthly/Quarterly)
- Submitted purchase orders in Salesforce.com prior to transferring to order fulfillment for final processing and shipping
- Communicated delivery and shipment exceptions to Sales Operations and Contract Manufacturing on an ad hoc basis
- Developed product availability schedules with Supply Chain Operations as needed during inventory shortages to meet allocation requirements

PROJECTS

Sanctuary, Front End Developer

02/17 - 05/17

- Sanctuary allows immigrants facing deportation to hit a panic button when ICE shows up at their door. The panic button will alert their closest contacts of the situation via text and bring up a list of rights in the user's preferred language. Users can also add an address pin to a map of reported ICE sightings to help the community keep track of events
- Committed 60+ hrs a 4 person team to execute a full-stack web application, with an emphasis on front end features, browser manipulation, and cross-browser compatibility
- Wrote Ruby on Rails demo to capture user sign up, login, logout, and address inputs
- Wrote the JavaScript demo code to display a user's address inputs as a pin on Google Maps using the Google maps API
- Used Materialize to style registration, login, and user preference page
- Wrote Spanish YAML file for site translation
- Led daily team check-ins to determine goals, deadlines, and troubleshoot roadblocks
- Tech Stack: HTML, CSS, Materialize, JavaScript, jQuery, AJAX, Ruby, Ruby on Rails, Swift, Google Map's API, Twilio API

AWARDS

F8 Scholar, Facebook

08/16

Facebook awarded 20 scholarships (4% acceptance rate) to attend Dev Bootcamp to learn web development on a full ride. Scholars were selected based on interviews and personal essays.

EDUCATION

Dev Bootcamp

Full Stack Web Development 2017

Dev Bootcamp's 19-week program covers Ruby, JavaScript, Ruby on Rails, common JavaScript libraries, SQL, HTML, CSS, pair programming, and agile and test driven development.

Saint John's University

Non-degree holding Sociology 2009

Alpha Kappa Psi Secretary, Vietnamese Cultural Org Vice President, Fil-Am Org Treasurer

VOLUNTEERING

Underground Railroad Rescue, Foster Volunteer

10/19 - Current

Greater Portland Area

URR is an all volunteer 501c3 organization that works directly with rescue groups in Southern California and Alabama to give dogs in need of rescue a new chance. Responsibilities include:

- Foster new arrivals from kill shelters
- Train fosters in house-breaking, leash behavior, basic commands, and crate training
- Socialized new arrivals with both other dogs and people
- Mitigate any bad behavior (nipping, nervous peeing, separation anxiety)

Youth Group, Youth Group Leader

06/06 - Current

St. Maria Goretti Parish

- Directed all activities and events for youth ages 6-18
- Organized large group events to integrate youth group and community.
- Raised and managed funds for use in outreach and Youth Group events.
- Attended monthly vision and planning meetings