

Richard Nguyen

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EDUCATION

Oregon State University
B.S. in Computer Science

June 2019 – Dec. 2021

University of California, Santa Barbara
B.S. in Biochemistry

Sep. 2014 – Dec. 2018

EXPERIENCE

Amazon.com

Feb. 2022 – March 2023

Software Development Engineer I

Seattle, WA

- Addressed the needs of internal stakeholders, charities (>1 million), and AmazonSmile retail customers across North America, U.K. and Germany.
- Created CloudWatch metrics and alarms to monitor service health and measure key business metrics.
- Implemented CSRF token generation and validation for a service used to display non-interruptive campaign content across Amazon's retail website.
- Implemented visual changes in AmazonSmile charity lists for desktops and mobile devices in order to adhere to legal requirements from a charity regulation bill.
- Resolved over 250 on-call tickets by identifying, mitigating, and performing root cause analysis on issues impacting the operational health of team systems.
- Made improvements to charity onboarding website by fixing bugs in error handling and increasing the flexibility of special character processing on the Contact Us form.
- Technologies: *Java, JSP, Typescript, AWS (CDK, S3, CloudWatch, Lambda, DynamoDB)*

SKILLS

Programming Languages: Python, Java, Typescript, Javascript, HTML, CSS, SQL

Technologies/Tools: AWS (CDK, S3, CloudWatch, Lambda, DynamoDB), Git, Docker

PROJECTS

Witchcraft School Admin *Python, Flask, PostgreSQL, Javascript, HTML, CSS, Bootstrap*

- Created a school database management application that allows full CRUD manipulation of data for school faculty, students, and registrations.

Pathfinder *Javascript, HTML, CSS, Semantic UI*

- Worked on a hiking web application that finds trails near a user-inputted search location, and provides gear recommendations and trail navigation.
- Designed a fitness level calculator that estimates user fitness level based off BMI in order to provide user-specific hiking trail difficulty recommendations.

MoodOrange – HackOR 2021 *Javascript, HTML, CSS*

<https://devpost.com/software/moodorange>

- Led a hackathon team of 4 people to create a mood diary Google Chrome Extension with customizable colors and songs within a 72-hour event period.