TIEN VO

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SKILLS

// TECHNICAL
HTML
CSS
Javascript
SQL
REST
SOAP / XML
Angular / Angular JS

// PROFESSIONAL
Tele-Communication
 - Zoom, Teams, Discord
Sprint Management
Time Management
Agile
Scrum

EDUCATION

Computer Science, B.S.
University of California,
San Diego
Graduated 2016

Certifications

Certified ScrumMaster (CSM)
Scrum Alliance | December 2020

Projects

Personal Website
tempest-blue.github.io/tien/

WORK EXPERIENCE

Core Tools Engineer
loanDepot | 2019 - Present

Development lead responsible for architecture and implementation of the ServiceNow platform, designing and updating requested item workflows to be scalable for current and future automation, as well as developing flexible and customizable integrations with our business partners and IT operations teams saving the company money over buying pre-built integrations / subscriptions.

- Collaborated with our HRIS team integrating Workday to sync user info, locations, and automate the onboarding and termination process.
- Development lead for Employee Data Lifecycle project. Responsible for architecting data tables and their relationships, determining how to pull in data, setting up scheduled syncs, and configuring security roles.
- Developed custom template functionality for our service portal service request forms significantly accelerating our QA process.
- Created modular subflows that standardize and log our automations that require using mid servers through the ECC queue.
- Created notifications that monitor the health of automation operations.
- Created custom scripted REST APIs designed for ease of use for our application support team and third party vendors.
- Created multiple quality of life enhancements - Ex - Copy / paste functionality on selected cells in a list view.
- Coached and taught junior team members on best practices, architectural decisions, and writing efficient code. Utilized pair programming and performed code review.
- Performed sprint planning using agile principles to track and prioritize requested items, determine story points, gather requirements, assign resources, and manage workload of contractors and junior members.

Software Engineer
Wolin Design Group | 2017 - 2019

Front end development lead for flagship product Davinci Unified.

- Architected design of new web app for company's legacy product from scratch using Angular, Typescript, and Kendo UI.
- After developing all foundational UI elements, transitioned to back-end development of our REST API server (Java).
- Developed multiple integrations with third party API's / EDI's - Shopify, Ebay, Walmart, Amazon, UPS, FedEx, USPS
- Managed and delegated front-end development work to an intern and two contractors. Performed code review of work.