Christine Hoang
Software Engineer | Tech Community Advocate
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SKILLS

Programming Languages: C # | JavaScript | TypeScript | Python | R | HTML5 | CSS | SQL | Bash
Software and Frameworks: ASP.NET | Entity Framework Core | MS SQL Server | PostgreSQL | SSRS | React | Express | Node.js | Bootstrap | Postman | Axios | Vite | Azure DevOps

PROJECTS

CareBuddy
- Created an AI healthcare chatbot that provides personalized lifestyle and nutrition tips by tailoring responses based on users' demographic information.
- Integrated OpenAI's API using Axios and incorporated accessibility recommendations to ensure robust web accessibility.
- Set up the team's GitHub code repository and installed library dependencies, ensuring effective version control which led to streamlined development and higher quality code outcomes.
- Hosted weekly stand ups and office hours to help the team members with technical roadblocks.

Zest
- Established a data connection between the Django server and front-end REST API endpoints, utilizing Swagger API for integration testing.
- Using reusable React, front-end components, I developed the Shopping List, Ingredients Page, and Account Settings screens.
- Configured seamless page navigation with Stack Navigator, reducing inefficient loading times and ensuring consistent page routing.

Guess the Animal
- Created interactive flashcards with cursor-based interaction, featuring CSS animations to highlight and favorite selections.
- Redux was utilized to implement a user authentication system with a back-end database for login verification.
- Established a structured code architecture, developed the backend to communicate with the database, and created a component hierarchy diagram to visualize the app's data flow.
- Developed a Dashboard screen that uses API endpoints so that users can view, edit, and save profile information.

PROFESSIONAL EXPERIENCE

City of Grand Prairie | Grand Prairie, TX   *April 2024 - current*
Application Administrator
- Improved uptime for a fleet of 50+ enterprise servers, such as disk storage optimization, performing patch updates to prevent security holes, and access to the latest web application features.
- Renewed TLS/SSL certificates for web servers and websites to establish secure, encrypted network connections with Certify the Web, Let's Encrypt, Network Solutions, and Self-sign certificates.
- Managed user identities and permissions within Active Directory as part of IAM to ensure appropriate access to resources in city hall.
- Contributed to the refinement of the North Central Texas Council of Governments' RFP process for AI vendor contracts which includes service requirements, contract terms, and specifications.
- Performed daily database backups and VMware vSphere snapshots to ensure data protection security and establish a disaster recovery strategy.

Syufy Enterprises | San Rafael, CA   *June 2023 - November 2023*
Project Manager for Data and Back-End Engineering Teams
- Created and maintained Azure DevOps user stories, features, and task tickets to support VillaOS development and data engineering initiatives, ensuring clear requirements, and alignment with stakeholder needs to streamline sprint planning and delivery of business outcomes.
- Resolved financial data inconsistencies by collaborating with the VP of Accounting and stakeholders to identify and address the causes of incorrect billing statements, ensuring accurate executive financial reporting through re-evaluating business requirements, removing duplicate data, and identifying missing table relationships.

- Coordinated the Daily Billing automation effort that allowed customer billing to occur daily, which decreased the time spent on end-of-month billing cycles.
- Established an incident management process to reduce the influx of application support tickets between stakeholders and scrum teams which lead to the decrease of team meetings and reducing support tickets by 50%.

Optum Technology | Dallas - Fort Worth, TX   *February 2020 - May 2023*
Quality Assurance Analyst
- Collaborated with cross-functional teams to develop and maintain Software Requirements Specification documents within the Quality Management System for the CareTeam portal, ensuring compliance with FDA regulations and delivering regulated healthcare solutions.
- Conducted frequent testing using POSTMAN to validate API functionality and JSON response data while planning and coordinating stabilization sprints to maintain the highest quality across multiple web application systems.

USHealth Group, Inc. | Fort Worth, TX   *October 2017 - February 2020*
Senior Technology Quality Specialist
- Led QA efforts on the Callzone project, enabling remote call center operations and contributing to multi-billion-dollar growth. Additionally, developed and managed automation testing suites using an AI-powered framework, reducing regression sprints from two weeks to one.
- Partnered with executives, project managers, and engineers on a digital transformation initiative for the New Business division, boosting ROI and cutting operational expenses. Regularly navigated and queried the IBM AS/400 database to validate ETL data replication and ensure accuracy.

EDUCATION

Dallas College | Dallas, TX   *July 2025*
Computer Information Technology – C# Certificate | 3.8 GPA

DevMountain at Strayer University | Dallas, TX   *February 202*
Full Stack Web Developer Certificate

The University of Texas at Arlington | Arlington, TX   *December 2012*
Bachelor of Fine Arts | 3.9 GPA

Relevant coursework: Beginning Web Programming, Database Programming, Introduction to C#, Advanced C# Programming, ASP.NET Programming, Introduction to Python Programming, Containerization and Microservices