

Minh Nguyen

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San Francisco, CA

EXPERIENCE

Senior Software Engineer - Zendesk (July 2017 - Present)

- Led collaboration with other teams to integrate the Chat product and other internal apps with our new billing, staff, and account services
- Proposed and led gRPC adoption across Zendesk for improved internal services communication
- Instrumented OpenTracing for our Scala services

Software Engineer - Zendesk (Jan 2016 - July 2017)

- Built & maintained highly performant shared services using Scala & Finatra
- Implemented a change notification system using Kafka to ensure eventual consistency between shared services and apps
- Designed API for exposing and manipulating account and staff records across different Zendesk products
- Wrote internally shared Scala libraries, including a Repository-pattern ORM built on top of Slick, as well as a GlobalUID allocator built on top of Akka ActorSystem

PROJECTS

Pixelates (JavaScript, Rails, React) | [live](#) | [github](#)

A web application for making and sharing pixel art.

- Fast brush rendering with path-finding algorithm that overcomes the browser's limitations on the number of mouse events triggered.
- Drawings can be downloaded to a local machine or saved to user's account by making use of the dataURI conversion that is native to HTML5 Canvas objects.
- Preload likes and comments with drawings to avoid N+1 queries.

EDUCATION

Yale University - BA Philosophy, Honors, Magna Cum Laude (2011 - 2015)

GPA 3.89

- Coursework highlights: Intro to Comp Sci, First-Order Logic, Mathematical Logic, Computability & Logic, Foundations for Statistical Analysis

App Academy - Web Development (Fall 2015)

- Competitive 12-week coding bootcamp with a 3% acceptance rate. Strong emphasis on code quality, design patterns, and algorithms.

Other Institutions: Australian National University (Spring 2014), University of Copenhagen (Summer 2013), Sogang University (Summer 2012)

SKILLS

Scala, Finatra, Finagle, Slick, Akka, Ruby, Rails, JavaScript,

React, Redux, HTML/CSS, SQL, git, TDD, Lisp

PORTFOLIO anotherminh.github.io • GITHUB [anotherminh](https://github.com/anotherminh) • LINKEDIN <https://www.linkedin.com/in/minhngocln>