Minh Ngoc **Nguyen**

CELL (229) 938 - 7682 • **E-MAIL minhngoc.ln@gmail.com**
San Francisco, CA

EXPERIENCE

Technical Lead, Shared Services Team - *Zendesk (April 2018 - Present)*

- Educate other teams about service-oriented architecture and best practices through meetups and tech talks
- Design technical roadmaps & decompose integration work across different engineering teams
- Revamped triaging process for ticket duty -- wrote our runbooks, and tweaked our monitors and metrics to be more relevant and actionable
- Hire and mentor junior engineers

Senior Software Engineer - *Zendesk (July 2017 - April 2018)*

- Delivered new data-driven API that allows us to model agent roles across Zendesk products with greater flexibility
- Proposed and led gRPC adoption across Zendesk for improved internal services communication
- Wrote an internally shared Scala library for collecting traces across our Scala services (according to OpenTracing standards)
- Improved our Kafka data pipeline throughput and reliability, so that we can guarantee message processing time from 30s to 5s

Software Engineer - *Zendesk (Jan 2016 - July 2017)*

- Built & maintained highly performant shared services using Scala & Finatra. These services serve 10k-60k requests/min, with a 5-10ms avg response time
- Implemented a change notification system using Kafka to ensure eventual consistency between shared services and apps
- Designed & implemented APIs for managing shared account and staff information 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)*
App Academy - *Web Development (Fall 2015)*

SKILLS

Scala, Finatra, Ruby, Rails, Slick, Akka Actor, Akka Streams, gRPC, JavaScript