BACH H. LE

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EDUCATION

Fordham University, Gabelli School of Business   **New York, NY**
Bachelor of Science in Global Business Technology, Minor in Computer Science   Expected May 2024
Relevant coursework: Web Application Design & Development, Database System, Web Analytics

Flatiron School   **New York, NY**
Full Stack Web Development, Ruby on Rails and JavaScript program   April 2022 - August 2022

TECHNICAL SKILLS

- Programming languages: JavaScript, TypeScript, Ruby, C++, Python
- Front-end languages and frameworks: React.js, Vue.js, Nuxt.js, Next.js, HTML, CSS, Tailwind CSS
- Back-end frameworks and database: Ruby/Rails, Node.js, Postman, MySQL, PostgreSQL, Express, Supabase, Sanity, Render
- Data Science languages and tools: Python, R, SQL, Machine Learning (NLTK, Pandas, NumPy), Data Mining

WORK EXPERIENCE

Plante   **Melbourne, NSW, Australia**
Software Engineer   February 2023 – Present
- Develop and maintain a full-stack e-commerce site with *Next.js*, *Node.js*, *Supabase*, *PostgreSQL*, and *Sanity CMS*
- Optimize product management, order processing, and customer service with real-time database and Sanity CMS, boosting productivity by 30%
- Ensure an intuitive user experience across web and mobile platforms, resulting in a 10% increase in user engagement
- Improve site performance and scalability with caching, load balancing, server-side rendering, and serverless architecture, reducing page load time by 40%

Vietnam New York Youth Association   **New York, NY**
Project Manager   January 2022 - June 2022
- Strategized and budgeted event campaigns for the *"2022 Vietnamese Lunar New Year Event"*
- Led a 6-person team in event planning, budgeting, and marketing through Google Suites and Notion
- Created written and visual content to increase social media exposure, receiving 17,000 impressions in three weeks
- Achieved total profit of $4,000 in 2 weeks, achieving full capacity for the event
- Secured coverage on 10 national news channels and online newspapers

INTERNSHIP EXPERIENCE

Ra Labs   **New York, NY**
Full-stack Software Engineer Intern   February 2023 - Present
- Design and implement *RESTful APIs* using *Ruby on Rails* for optimal performance and scalability
- Create responsive user interfaces for AI/Crypto back-end using React and Next.js
- Collaborate with a team of 5 to troubleshoot technical issues and improve user experience
- Aid in project planning, prioritization, and progress tracking for 4 features

British Council   **Hanoi, Vietnam**
Customer Experience Intern   January 2021 – July 2021
- Coordinated customers with advisors for consultation services. Increased customer satisfaction survey scores by 28%
- Provided Tier-1 customer service through formally responding to customer inquiries and supporting front desk requests
- Managed bi-weekly emails and calls to build rapport with clients, boosting student re-registration rate by 24%

TECHNICAL PROJECTS

Moodr - GitHub | Demo
An app that combines user's vital information and their answers to real-time behavioral questions to generate possible moods
- Conducted in-depth research to explore a novel approach for real-time monitoring and reporting of human mental health.
- Engineered an algorithm that combines the user's answers to behavioral questions with physiological metrics for improved accuracy
- Developed a comprehensive, full-stack software application that leverages the algorithm utilizing *Next.js, Capacitor, & Rails*
- Deployed the *Next.js* client to *Vercel* and *Rails API* and *Database* to *Render*

Boomergram - GitHub
A social media app like Instagram that has a Gen Z/Gen X slangs dictionary built-in and caption parsing algorithm
- Developed *Boomergram* - a social media app that fosters an inclusive user experience for all age groups
- Engineered a feature that automatically finds slangs in the caption and translates them to standard English
- Modeled custom database schema and REST API with *Ruby on Rails, Active Record,* and *Postgres*
- Developed user interface using *Javascript, React, Tailwind CSS,* and *Heroicons* with responsive design techniques