

# BAO NGUYEN

Fort Worth, TX | (682) 313-5575 | [bao.v.nguyen@tcu.edu](mailto:bao.v.nguyen@tcu.edu) | [baovnguyen.com](http://baovnguyen.com)

## EDUCATION

<b>Texas Christian University</b> , Fort Worth, TX	Dec 2023
<i>Bachelor of Science, Computer Information Technology</i>	Cumulative GPA: 3.49
<i>Scholarships: Faculty Scholarship</i>	
<b>Brookhaven Community College</b> , Dallas, TX	Dec 2019
<i>Associate Degree of Science, Computer Science</i>	GPA: 3.78
<i>Scholarships: Phi Theta Kappa</i>	

## DEVELOPMENT SKILLS

- Experienced in Vue3 JS, Springboots, MongoDB
- JavaScript, Java, Python, HTML, CSS
- Git, Github, Unix/Linux
- Full-Stack Development, APIs

## DEVELOPMENT PROJECT

<b>TCU - Texas Christian University</b>	Fort Worth, TX
<i>Chinese Learning Platform Development, Launch in Fall 2023</i>	Aug 2022 – Present
<ul style="list-style-type: none"><li>Develop frontend and backend for the engaging learning platform for TCU students using VueJS, SpringBoots, and MongoDB</li><li>Architect robust core features: course management, user profiles and management, assignment submissions, and grades tracking</li><li>Implement responsive web design principles on mobile devices to increase platform traffic by 50%</li><li>Lead team members on integrating Auth0 as the primary authentication and authorization solution, ensuring secure and streamlined access to user accounts and resources</li><li>Conduct rigorous testings and debuggings to ensure the platform's stability, performance, and security</li><li>Design a backend of the discussion forum page to reduce platform refreshing time by 70% and boost user interactions</li></ul>	

## WORKING EXPERIENCE

<b>TCU - Texas Christian University</b>	Fort Worth, TX
<i>Java and Python-based system help desk</i>	Jan 2022 – May 2022
<ul style="list-style-type: none"><li>Resolved Java and Python related technical issues and coding bugs on students' programming projects, increasing customer satisfaction rate to 95%</li><li>Documented the standard operating procedures for team members to troubleshoot similar issues, reducing tickets cycle time by 50%</li></ul>	

## Freelance Web Developer

<i>Web Developer</i>	Dallas, TX
	May 2018 – Jan 2021
<ul style="list-style-type: none"><li>Designed mobile version and custom websites for nails salon featuring service menu and monthly promotions</li><li>Developed the dynamic pricing feature to estimate service costs based on customer selections, achieving in 60% business traffic increase</li><li>Integrated the seamlessly language switching to server Spanish speaking customers, increasing local customers by 30%</li><li>Incorporated customer feedbacks to enhance website and update contents and increase customer loyalty</li><li>Regularly maintained websites to remain website availability at 99%</li></ul>	

## The Skypact E-commerce

<i>Founder and Owner</i>	Dallas, TX
	July 2018 – Aug 2019
<ul style="list-style-type: none"><li>Established an e-commerce platform to sell products online and conducted market research to identify customer needs and preferences</li><li>Analyzed sales data and customer feedback to identify trends and optimize product offerings, increasing 25% sale volume</li><li>Implemented email marketing campaigns, resulted in 30% increase in returning customers and 20% customer referrals</li></ul>	

## VOLUNTEER ACTIVITIES

Volunteer, Day service in Church, Pagodas, Fort Worth, TX, May 2019 – Present  
IT Day Organizer (Information Technology Day), HUFLIT University, Vietnam, Nov 2015