ALEX CHAU NGUYEN

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EDUCATION

The University of Tennessee, Knoxville   Knoxville, Tennessee

Bachelor of Science in Computer Science   Graduation: Dec 2024

GPA: 3.97/4.0

CERTIFICATIONS: AWS Certified Cloud Practitioner, AWS Knowledge: Architecting, AWS Cloud Quest: Cloud Practitioner

EXPERIENCE

Tennessee Valley Authority – Computer Tech   2025–Present

- Managed endpoint devices and database mappings for SCADA power grid applications; utilized SQL for endpoint data queries and designed custom operator displays with Display Builder to enhance system visualization and situational awareness.

Tennessee Valley Authority – ICAM   2023–2025

- Utilized Ansible and Terraform for efficient cross-server automation and configuration management.
- Developed automation tools for routine administrative and monitoring tasks in Active Directory using PowerShell.
- Managed PKI certificate lifecycle with Venafi, from issuance to revocation, ensuring continuous monitoring and integration with IIS, Apache, Tomcat, WebSphere, etc.
- Managed Sudo and HBAC permissions for RHDS10 and IDM, while actively monitoring and maintaining master servers for optimal performance and security.

US Army Reserve – Information Technology Specialist (T3 Security Clearance - Active) 2022–2025

- Installed, configured, and maintained network computing equipment to ensure reliable connectivity and performance.
- Administered network devices, including routers, switches, and other infrastructure equipment.

SKILLS

- Languages: C++, C, C#, SQL, JavaScript, HTML, CSS, RISCV, TypeScript, Python
- Frameworks: React, Node.js, .NET, Bootstrap, jQuery
- Tools: Linux/Unix, Git/GitHub, PowerShell, Ansible, Terraform

RELEVANT PROJECTS

Convert Pixel Image to ASCII Characters Webapp (HTML, CSS, JavaScript)

- Converted image from URL or upload to ASCII characters.
- Redrew image on canvas with adjustable density and download option.

Demo Store Website (React, Redux, Bootstrap)

- Built an e-commerce demo site with login, signup, checkout, cart management.

CRUD Application Webapp (C#, ASP.NET, SQL Server)

- Displayed and managed client information using SQL Server backend.
- Supported create, read, update, and delete operations.

Multithreading Chat Server (C)

- Developed console-based server allowing clients to connect to chat rooms and communicate.

AWARDS AND ACHIEVEMENTS

- **Education:** Dean's List, Summa Cum Laude.
- **Military:** NATO Medal, Army Achievement Medals (x2), Afghanistan Campaign Medal (w/ star), Armed Forces Reserve Medal (M device), National Defense Service Medal, Global War on Terrorism Service Medal, Army Reserve Components Achievement Medal, Good Conduct Medal, Service Ribbon, Army Service Ribbon, Driver and Mechanic Badge (S Operator).