




# Chau Nguyen

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## EDUCATION

**University of Toronto Scarborough** Sep 2021 - Apr 2025 (Expected)  
*BSc - Specialist in Computer Science (Software Engineering) and Major in Statistics* Current GPA: 3.94/4.0

**Awards:** Dean's List (October 2022, October 2023), Joseph Alfred Whealy Scholar (August 2022),  
President's Scholar of Excellence (February 2021), International Scholar Award (February 2021)

## SKILLS

**Languages:** Java, C, Python, JavaScript, Typescript  
**Tools:** Git/GitHub, Unix Shell, GitHub Actions, Docker, Terraform  
**Databases:** MySQL, MongoDB, Neo4j, Firebase  
**Frameworks:** Node.js, Express.js, React, Bootstrap, Spring, JUnit, jest  
**Libraries:** pandas, numpy, scikit-learn

## EXPERIENCE

**PointClickCare** | *Software Engineer, Co-op* May 2024 - August 2024

- Integrated usage report into internal Backstage platform with **200% improvement in processing time** and interactive graphical visualization using Microsoft Graph SDK
- Developed a pull request tracking system with on-demand web polling and web socket connection between front-end and back-end supporting multiple source control management systems
- Implemented scheduled back-end jobs that identify missing and incorrect service information and automate sending notifications to **60+ users**, eliminating manual effort to ensure data are updated and complete
- Provisioned tagging support for **10+ resource groups** on Azure cloud using Terraform

**Softchoice** | *ServiceNow Support Engineer, Co-op* May 2023 - Dec 2023

- Developed, tested, and deployed **20+ enhancements** to ServiceNow platform with HTML, CSS, and JavaScript following standardized ITSM/ITIL processes and Agile methodologies to ensure all client access management requests are actively handled
- Resolved **10+ defects** of ServiceNow platform through investigation, bug fix and testing to maintain functionality of the system and satisfactory user experience
- Interviewed application stakeholders and end users to analyze and document requirements and consulted platforms team for solution and tasks
- Deployed a new workspace experience within ServiceNow platform and upgraded the system to latest version to deliver official bug fixes and improve employee efficiency and experience

## PROJECTS

**Machine Learning Intrusion Detection System** | *Python* [source](#)

- Processed network attack data and developed a machine learning model to classify intrusion attempts from regular traffic using scikit-learn library
- Developed a network simulation and scenarios of network attacks using mininet

**shortcUTSC** | *JavaScript, HTML/CSS, MongoDB, Express.js, Node.js, React* [source](#)

- Designed and managed a non-relational database using MongoDB that offers fast query on large text fields using search index
- Developed backend HTTP endpoints with Node.js and Express.js to support communication with frontend and database in a three-tiered architecture

**Sportsball** | *Java, Firebase, Android Studio* [source](#)

- Planned, designed, and developed an Android mobile application with Android Studio in a group of six during a two-week period using Scrum framework
- Delivered a working application with two user roles login and signup, capable of creating new and displaying existing sports events and venues by updating and retrieving from Google Realtime Firebase database