

# Christopher Nguyen

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Software Developer with technical program management experience in leading projects for IBM, NASA, and K-12 schools.

## EDUCATION

### UNIVERSITY OF HAWAII AT MANOA

B.A. Computer Science | Minor in Business Administration

PROGRAMMING: JavaScript • Java • HTML • CSS • C++ • Python • PHP

TOOLS & LIBRARIES: Node.js • Express • React • MySQL • MongoDB • Git • Kubernetes • Amazon Web Services (AWS)

FALL 2014 - SPRING 2018

GPA: 3.75 / 4.00

## EXPERIENCE

### IBM | STAFF SOFTWARE ENGINEER

Agile Project Management, JavaScript, Node.js, React

September 2018 - Present

- **Technical Project Manager and Lead Developer** for RStudio in Watson Studio (IBM's flagship data science platform); Work with QA, Design, and Product Managers to get features through the software project lifecycle (build, test, and release)
- **Collaborate with cross-functional stakeholders** to define release schedules, success criteria, and milestone priorities; Manage project schedules, identify possible issues, and communicate them to project stakeholders.
- **Globalized Watson Studio UI across 15+ languages for Private and Public Cloud offerings**; Led code refactor, tracked g11n and linguistic defects reported globally, and escalated critical globalization defects.
- **Ensured security compliance in 3 Cloud Services**; Conducted vulnerability scans, risk assessments, issue triage, and fixes.
- **Achieved 94% WCAG 2.0 AA Accessibility Compliance**; Ensured web content is accessible to people with disabilities.
- **Saved 100+ hours of manual testing** by automating all API and UI tests; Integrated Pager Duty to alert DevOps responders.

### NASA | SOFTWARE ENGINEER (SPACE GRANT FELLOW)

Python, AWS

August 2017 - August 2018

- **Mapped potential ice deposits on the Moon** using temperature data from the Lunar Reconnaissance Orbiter (LRO) which produces 7 billion lines of data daily (2.5 trillion lines per year).
- **Reduced data processing time by 85% (6570 hours per year of data)** using subprocesses and web-scale cloud computing.
- **Managed project timeline, scope, and cost constraints** to ensure progress and delivery within a \$1K monthly budget.

### OCEANIT (DEFENSE ENGINEERING) | SOFTWARE DEVELOPER INTERN

Python, OpenCV, Design Thinking

October 2017 - June 2018

- **Led team of seven to develop an inexpensive AI camera system** that improves annual coffee bean harvest yields by \$250K.
- **Acquired a \$1M contract from the Department of Energy** by developing a drone to categorize infrastructure damage.
- **Discovered product use cases** for a South Korean semiconductor company's AI chip **using rapid prototyping**. Produced client-facing demos, inviting feedback with each iteration; Led to the creation of a coding education platform.

### OCEANIT (DEFENSE ENGINEERING) | TECHNICAL PROGRAM MANAGER INTERN

Agile Project Management, IT Consulting, Design Thinking

October 2016 - June 2017

- Acted as an IT consultant for a government development agency to upgrade an existing Windows infrastructure; **Managed tradeoffs and prioritized efforts** to fit my short-term internship length and my customer's long-term objectives.
- Clarified resource planning and process improvement goals by **identifying customer pain points and defining "customer wants" versus "customers needs."**

### DITTO (STARTUP) | PROGRAM MANAGER INTERN

Agile Project Management, JavaScript, Node.js

October 2015 - March 2016

- **Delivered a social media platform with 200+ users** for Android and iOS, meeting multiple stakeholder milestones.
- **Redesigned HTML website with a data-driven A/B testing and Google Analytics** which led to a 80% active user increase.
- Led a team of 7 engineers and designers through sprint plannings and daily standups as **scrum master**.

### HAWAII DEPARTMENT OF EDUCATION | STEM RESOURCE MENTOR

Curriculum Design, Teaching, Mentoring, Recruiting

August 2014 - August 2018

- **Taught K-12 students and teachers C++ and JavaScript** to cultivate STEM workforce development for the State of Hawaii.
- **Mentored Honolulu District, Hawaii State, and Intel International Science Fair 1st place recipients** to innovate real-world solutions for global problems.
- **Championed the acquisition of a \$500K action plan (Act 51 (HB 2607))** to implement Computer Science curricula in all Hawaii K-12 public schools by 2022.