DANIEL NGUYEN
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EDUCATION & CERTIFICATES

CSU Stanislaus
BS Computer Science, 2021

Delta Kits Rock Chip Repair, 2023

SKILLS

Python, JavaScript, C++, SQL, HTML, CSS,

PROFESSIONAL EXPERIENCE

Freelance Web Developer/ Software Developer   **May 2015 – Present**
Independent Freelance
- Developed content management system with XML-based database to store content and website structure and custom template language (PHP, DHTML, AJAX)
- Designed and developed 5+ websites (HTML, XML, Photoshop, Flash (ActionScript).
- Developed an engine for an online store and implemented it in two stores.
- Built Python/MySQL website for startups specialized in exchange of genetic stock.
- Developed high-performance, shared memory image processing applications in Python and C++.
- Refactored old code to be more readable and manageable.
- Implemented analytics systems to record data for research projects.

211 LA County   **November 2020 – May 2021**
Customer Service Representative
- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- De-escalate situations involving dissatisfied customers, offering patient assistance and support
- Take clients calls regarding health questions including and not limited to: COVID related questions, answering questions regarding vaccinations, and assisting persons in registering for COVID related issues.
- Registered vaccination appointments for all eligible persons.
- Guide callers through troubleshooting, navigating the company site or using the products or services
- Review customer or client accounts, providing updates and information about billing, shipping, warranties and other account items
- Collaborate with other call center professionals to improve customer service
- Help to train new employees and inform them about the company's customer management policies

LV Auto Glass Technician   **July 2022 - Present**
Certified Chip Repair Technician
- Greeting and assisting customers with their auto glass repair needs in the service area.
- Conducting thorough assessments of vehicle glass damage and providing accurate repair or replacement recommendations.
- Collaborating with the repair team to ensure the timely and precise completion of auto glass repairs.
- Familiarizing oneself with the range of auto glass services offered and advising customers on the most suitable solutions.
- Delivering excellent customer service by addressing all customer concerns and inquiries related to auto glass repair..
- Maintaining a clean and organized work area, adhering to safety protocols and industry regulations
- Preparing the workspace for different repair scenarios, ensuring all tools and equipment are readily available.
- Coordinating with colleagues to handle larger-scale repair projects and preparing the facility for special service events.
- Following strict cleanliness procedures, including proper disposal of damaged glass and cleaning of tools and workspaces to meet safety and regulatory standards.

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PROJECTS:

3D Personal Portfolio Website
Designed and developed a personal portfolio website to showcase my projects, skills, and experiences.
- - Created a responsive layout using CSS Flexbox and media queries, ensuring optimal display on various devices.
- - Implemented interactive features like smooth scrolling navigation, image sliders, and hover effects using HTML, CSS, and JavaScript.
- - Showcased a variety of projects, providing detailed descriptions and links to live demos and source code on GitHub.
- -Dynamic Three.js Integration using 3D elements along with harnessing efficiency and speed of React Vite for lightning-fast user experience.

E-commerce Prototype - Online Jewelry Store
Designed and coded a prototype e-commerce website focused on creative products.
- - Built the front-end of the site using HTML, CSS, and Bootstrap, ensuring a visually appealing and user-friendly interface.
- - Integrated interactive product listings with hover effects and clickable links to individual product pages.
- - Demonstrated responsive design skills by optimizing the site for seamless viewing on desktop and mobile devices.

Character Creation Project with GUI (Python)
- - Utilized HTML, CSS, and JavaScript to create an intuitive user interface that fetches what the user decides in a character such as race,class,skill etc.
- - Implemented user-friendly design with a GUI that selects a combination of features to a character.
- - Showcased understanding of User-centered design, event handling, and data management.

Automated File Organizer with Time-Based Filtering (Python)
- Configure multiple rules for file organization, specifying source paths, destinations, file types, and time-based filters while rules are stored centrally, allowing flexible and scalable management of various file handling scenarios.
- Operates on a predefined schedule, automatically organizing files at specified hours and minutes.
- Customizable schedules provide precise control over when file processes are initiated.
- Monitors source paths in real-time, organizing files based on user defined criteria such as file name, extension, and destination path.
- Ensures unique file names, appending numerical suffixes for easy tracking and management.