DA THAO TRINH

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WORK EXPERIENCE

SALESFORCE – SAN FRANCISCO, CA

Software Engineer Intern   **May 2023 – August 2023**

• Utilized Einstein GPT to transform product information into targeted questions, automating and personalizing customer interactions, which led to improved engagement and more effective CPQ customer support processes.
• Constructed a cutting-edge Lightning Web Component (LWC) that significantly improved user interface and experience, resulting in streamlined workflows and increased user satisfaction using JavaScript, HTML, CSS, Apex Programming Language.
• Designed, developed, and implemented a Connect API, enabling seamless data communication between Einstein GPT and Product Configuration Services.

Software Engineer Intern   **June 2022 – September 2022**

• Crafted a self-service web application using React, resulting in a remarkable reduction of 28 weekly hours in sales agent workload.
• Orchestrated the end-to-end creation, implementation, and testing of a Connect API utilizing Java, Spring Boot, Maven, and Junit, proficiently retrieving bundle product information.
• Engaged in Revenue Cloud Innovation Hackathon as a core member of Rev Agora team, contributing innovative ideas and solutions to enhance revenue-related processes.

INTUIT – MOUNTAIN VIEW, CA

Front-End Software Engineer Intern   **Jan 2022 – June 2022**

• Collaborated closely with product support specialists and care agents to achieve an 18% reduction in customer support wait time.
• Elevated agent efficiency and satisfaction by developing an integrated agent search tool utilizing React, GraphQL, Jest, Enzyme.
• Pioneered a real-time monitoring system that effectively identified failed customer interactions and assessed web performance metrics, employing technologies such as Splunk and Wavefront.

Back-End Software Engineer Intern   **June 2021 – September 2021**

• Transformed the Merge Client feature from a monolithic architecture to a micro-service approach using Java, Spring, Junit, JMockit, and Jenkins, resulting in a noteworthy 17% enhancement in page loading speed.
• Conducted in-depth performance analysis of the Tax Collab API, successfully achieving a remarkable 50% reduction in API response time.
• Architected and developed a comprehensive Splunk dashboard, specifically tailored for monitoring the performance of the Merge Client.

PROJECTS

OVERCDS   **https://overcds.herokuapp.com**

An e-commerce platform specializing in the purchase of vinyl records, offering innovative donation and request services to minimize unused record collections.
Technologies: Angular, Spring Boot, TypeScript, Java, HTML5, CSS3, Firebase, Material Angular, Heroku, Node JS, Express.

FACEBULOUS   **https://github.com/jtrinh21/Facebulous**

A desktop application designed for the detection and identification of various human faces.
Technologies: Java, JavaCV, OpenCV, phpMyAdmin, JFreeChart API, FreeTTS API.

EDUCATION

San Jose State University   **San Jose, CA**

Bachelor of Science in Computer Science   *Expected Dec 2024*

TECHNICAL SKILLS

Programming Languages: Java, JavaScript, TypeScript, Python, C++.
Others: Spring Boot, GraphQL, Spring, Hibernate, Spring MVC, Restful API, JDBC, Firebase, Git, SQL, Angular, Bootstrap, HTML, CSS, IntelliJ, Visual Studio Code, NetBeans, Eclipse.

OTHERS

Certifications: DevOps, CI/CD for Beginners, Learning GitHub, Learning Java Threads.
Honors & Awards: Grace Hopper Conference Scholar 2023, Intuit Spotlights, Grace Hopper Conference Scholar 2020, AJ Drexel Scholarship, Drexel Grant, Phi Theta Kappa Scholarship.
Activities & Societies: Society of Women Engineers, SJSU Computer Science Club, Girls Who Code, Machine Learning SJSU.