Dennis Nguyen

Software Engineer

✉ dennis.nguyen9925@gmail.com 📞 714-487-9178 📍 Irvine, CA 🗘 dennis-pnguyen

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🧠 TECHNICAL SKILLS

HTML/HTML5 | CSS/CSS3 | JavaScript | React.js | TypeScript | Node.js | Express.js

PostgreSQL | jQuery | Bootstrap 5 | Git | GitHub | Figma

</> APPLICATIONS DEVELOPED

GameFuze 🔗
A full-stack web application built with for gaming enthusiasts who want to view top rated video games
- Implemented robust user authentication mechanisms independently, safeguarding user data and privacy through features like user registration and login.
- Independently designed and implemented the PostgreSQL database schema to store user profiles, gaming preferences, and essential data, offering a personalized user experience.

PokéDen 🔗
A PokéAPI web application for for Pokémon enthusiasts who want to search & view their favorite monsters
- Implemented AJAX requests to fetch data from the Pokémon API, allowing users to access real-time information about various Pokémon species, including their description and images.
- Designed a responsive and visually appealing user interface using HTML and CSS, ensuring that the application was accessible on different devices and screen sizes.

💼 PROFESSIONAL EXPERIENCE

Better Mortgage Corporation 🔗   2020 - 2022 | Irvine, CA
Loan Consultant
- Collaborated with outside departments, fostering strong interdepartmental communication and improving overall workflow efficiency.
- Successfully resolved complex issues related to loan applications, credit assessments, and customer inquiries, demonstrating strong problem-solving abilities.
- Developed and implemented training programs for associates, ensuring that they were well-versed in industry regulations, internal procedures, and best practices.

Acorns Grow Inc. 🔗   2018 - 2020 | Irvine, CA
Customer Service Representative
- Excelled in quickly resolving customer issues, often exceeding daily targets for issue resolution and ensuring a positive experience for clients.
- Proficiently managed and de-escalated customer disputes and issues, turning negative situations into opportunities for positive interactions.
- Actively incorporated customer feedback into the company's ongoing process improvements, contributing to a culture of continuous enhancement and client-centered service.

🎓 EDUCATION

LearningFuze 🔗   07/2023 - present | Irvine, CA
- Programmed 10-12 hours a day for 14 weeks (800+ hours) in a simulated Agile work environment.
- Collaborated with other developers in 3 separate hackathons to create applications and gain experience in pair programming.

Bachelor of Science - Healthcare Administration   2014 | Long Beach, CA
California State University, Long Beach 🔗