TRIET HA

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EDUCATION

Northern Virginia Community College, Annandale, VA
Associate in Science: Computer Science
August 2021 - May 2023

George Mason University Fairfax, VA
Bachelor of Science in Computer Science
August 2023 - December 2025
Dean's List, GPA: 3.7 / 4.0

CERTIFICATIONS

Zero To Mastery, Full Stack Web Development Certification — August 2023 - May 2024

TECHNICAL SKILLS

Languages: Java, JavaScript, TypeScript, C/C++, HTML, CSS

Frameworks / Libraries: Node.JS, Express.JS, React.JS, Next.JS, Tailwind CSS

Technologies / Databases: Git, SQL, NoSQL, MS-Office, Unix/Linux, API Integration

WORK EXPERIENCE

Software Developer - AI Training — May 2024 - Present
Outlier AI - Alexandria, VA
- Enhanced the quality of AI-generated code by conducting comprehensive evaluations and providing detailed documentation and analysis. This **led to a 30% increase in code accuracy and efficiency**, significantly improving AI model performance.
- Solved complex coding problems by writing functional and efficient code, contributing to the training of AI models in real-world coding scenarios. Successfully **reduced error rates through meticulous code development and problem-solving strategies**.

IT Support — August 2023 - Present
HunterM ESports Center, Annandale
- Delivered expert technical support to PC gamers and Esports enthusiasts, swiftly resolving hardware and software issues to **ensure minimal downtime** and maximize satisfaction.
- **Maintained 86 PC servers** by diagnosing and repairing gaming PCs, resolving software issues, managing LAN infrastructure, and performing routine system maintenance.
- Provided support during LAN events, assisted with customer inquiries, and maintained detailed documentation to ensure **consistent service quality**.

SOFTWARE ENGINEERING APPLICATIONS

SmartSales AI | JavaScript — June 2024 - Present
- Developed an AI-powered sales assistant to enhance customer interactions, streamline sales processes, and provide insights, leveraging modern web technologies and AI for real-time communication.
- Built with **Next.js** and Tailwind CSS for responsive design; integrated **OpenAI's** and **ElevenLab's API** for intelligent conversation handling and natural language processing, **Clerk** for authentication, **Stripe** for payments, **Pusher** for real-time updates, and **PostgreSQL** with **Prisma ORM** for data management.
- **Increased customer satisfaction through intelligent**, real-time conversations. **Reduced sales cycle times** and improved conversion rates. Provided actionable data analytics for better business decisions.

Date Buddy | JavaScript — January 2024 - May 2024
- Developed a full-stack web application utilizing AI and web scraping to provide personalized date ideas and itineraries based on user preferences, budget, dietary restrictions, and location, saving users time and effort in planning outings. The application offers current, relevant date suggestions, is accessible to diverse users, and is scalable for future enhancements.
- The front end, built with **Next.js** and **React**, allows users to input preferences and receive tailored suggestions. The backend integrates **OpenAI API**, **Puppeteer**, **Google Places API**, **SerpAPI**, and **Next-Auth** for extracting local event information, providing accurate location details, and managing secure user authentication, while **MongoDB** stores user data and date ideas.

Image Processing | Java — March 2024 - April 2024
- Developed an application for efficient **image storage and processing** using QuadTrees, enabling brightness adjustment, image comparison, and reconstruction.
- Enhanced image operation speed and reduced complexity, benefiting real-time applications by allowing rapid manipulation of image segments. Improved image processing efficiency, **making it suitable for high-performance environments requiring fast updates and minimal computational overhead.**