**SUMMARY**

**Software developer** with 8+ years of experience in IT and QA. Strengths in building web applications from scratch focusing on design and UX and adapting to new technologies quickly. Looking for a web developer role.

**TECHNICAL SKILLS AND TOOLS**

**Programming Languages:** JavaScript, MongoDB, Express, React.js, Redux workflow, Node, npm, MySQL, HTML, CSS, SASS, Git

**Tools:** GitHub, Figma, Jira, Docker

**Testing:** Manual Testing, Cypress

**Other:** RESTful APIs, Technical Project Management, Software and Hardware Troubleshooting, Wireframes/UX, Responsive Design

**TECHNICAL PROJECTS AND APPLICATIONS**

Web Developer | **Open Source Project** | HackForLA Jan 2023 - Present

* Volunteer as part of a development team responsible for maintaining the HfLA website, which includes troubleshooting issues, documenting changes in pull requests, reviewing code changes made by other developers, and offering constructive feedback.

Fullstack Developer | [**Issue Tracker App**](https://reactissuetracker.herokuapp.com) | <https://github.com/drakenguyen4000/issue_tracker>

* I built this issue tracker because I’ve seen companies handle issues on first come first served needs. I created this app so staff can organize and collbaborate to fix issues as a team.
* I choose the MERN stack because it’s a popular stack accessible to many engineers as it uses Node.js, an open-source, cross-platform JavaScript runtime environment for the backend.

Fullstack Developer | [**Online Apparel Store**](https://eapparelstore.herokuapp.com) | <https://github.com/drakenguyen4000/eapparelstore>

* I built this project because ecommerce is a trillion dollar global business. I wanted to familiarize myself with this popular and complex website type.
* I choose MERN due to it’s popularity and easy implementation. I used Redux because it creates a global state that can easily be updated from anywhere in the app.

Mobile Developer | [**Pokemon Battle Console**](https://drakenguyen4000.github.io/pokemonbattle/) **|** <https://github.com/drakenguyen4000/pokemonbattle>

* I built this application because I saw that a lot developers were building simple games involving random number.
* I decided to challenge myself to build a game similar to a Pokemon battle on a Gameboy console. I choose Javascript as I felt like this was a great way to improve my DOM manipulation skills. I used SASS to organize and efficiently use CSS.
* I implemented mobile first design because I wanted this game to resemble a Gameboy console and a PokeDex.

**SELECT PROFESSIONAL EXPERIENCE**

**IT Administrator** | InSpectre Solutions, Dana Point, CA 08/2020 – Present

* Maintain a WordPress website using advanced block editors, plugins, and coding to enhance the company website and improve user experience.
* Communicate frequently with 4+ departments to ensure streamlined access to equipment and applications.
* Successfully troubleshoot 10K+ IT tickets, resulting in a 95% success rate for resolving issues in a timely manner.
* Provide comprehensive technical support to a globally dispersed team of 200+ remote employees, ensuring efficient collaboration and productivity.

**Media Content Quality Tester (Contract)** | Pro Unlimited, Irvine, CA 03/2019 - 09/2019

* Manually tested and verified the quality of over 10K media files to ensure they met industry-specific standards.
* Performed visual and audio check of media files on displays, ensuring playback correctly reflects the customized order of each airline, ensuring an error rate of less than 1%.

**Software Configuration Quality Analyst** | Collins Aerospace, Irvine, CA 03/2015 - 03/2019

* Continuously improved front-end user experience by iterating on HTML, CSS, & MYSQL databases for the inflight map software.
* Resolved test issues for over 50 airline accounts in collaboration with analysts.
* Achieved 98% customer satisfaction by providing comprehensive manual testing of inflight map software on in-seat cabin units, mobile, and browsers.
* Assisted in the development and testing of new UI features across various platforms, tracking, analyzing, and reporting issues to JIRA for review and resolution.
* Collaborated with account representatives to complete issues on time and assisted engineers in resolving customer complaints and inquiries.

**EDUCATION AND CERTIFICATES**

**Coding Cohort Member |** Collab Lab,Remote, Pair Programming

**Bachelor in Business Administration (BBA)** | California State University, Fullerton, CA

**The Web Developer Bootcamp** | Udemy

**Build Responsive Real-World Websites with HTML and CSS** | Udemy

**Modern JavaScript From The Beginning** | Udemy

**The Complete JavaScript Course** | Udemy

**Modern React with Redux** | Udemy