

Eric Nguyen

Senior Software Developer

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EDUCATION

University of Minnesota – Twin Cities

Major: Bachelor of Science, Statistics

Minor: Computer Science

Graduated 2018

SKILLS

- **Operating Systems:** Windows, UNIX, Linux
- **Front-End:** JavaScript, HTML, CSS, React
- **Back-End:** Python, Java, SQL
- **Frameworks:** Angular, Node, Bootstrap
- **Methodologies:** Agile, Scrum
- **Tools:** Visual Studio Code, Github
- **Microsoft Office:** Word, Excel, Outlook, Access
- **Languages:**
Spanish (elementary proficiency)
Vietnamese (basic proficiency)

CERTIFICATIONS

- Certified Application Developer
- Certified System Administrator
- Configure the CMDB & CMDB Health
- Agile and Test Management Implementation
- Flow Designer Fundamentals
- Performance Analytics

WORK EXPERIENCE

Guidehouse

Senior Consultant | Washington D.C. | October 2023 – Present

- Modified workflows, business rules, UI policies, and client scripts to enhance platform capabilities
- Perform work in two week sprints to move deliverables for clients
- Implement Agile Development 2.0 and recommend agile best practice

esolutionsONE, Inc

IC 1 Technical Consultant | Minneapolis, MN | September 2021 – August 2023

- Worked with process owners and business stakeholders to translate business requirements into functional requirements
- ServiceNow instance core setup and configuration and customizations
- Design and development of custom scoped application streamlining the bulk request and fulfillment process for access request
- Implemented Service Graph Connector for Microsoft SCCM plugin and cleaned probes and sensors cleaning the CI class discovery

Second Harvest Heartland

ServiceNow Administrator | Brooklyn Park, MN | July 2021 – August 2021

- Implemented changes in Customer Service Management and troubleshooted ServiceNow related incidents
- Timely support to resolve implementation and performance issues on the tool
- Updated UI policies, UI actions, forms, and business rules to meet the business needs
- Imported over 1500 records in starting phases of CMDB implementation

Mortenson Construction

Associate Systems Analyst | Golden Valley, MN | July 2019 – July 2021

- Main point of contact for ServiceNow incident troubleshooting
- Oversaw upgrade for production and non-production instances from New York to Orlando and from Orlando to Paris
- Maintained compliance with ServiceNow contracted licensing for 90 ITSM Suite licenses