

Hannah Vy Nguyen

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// EDUCATION

Florida International University, Miami, FL

2020-2023

Bachelor of Arts, Computer Science • Minor in Psychology

GPA: 4.00

Relevant Coursework: Computer Science I & II, Technical Writing, Discrete Structures, Computational Thinking

Cornell University, Remote

2020-2021

User Experience Design Certificate

Relevant Coursework: Human-Centered Design Essentials, Effective User Research, Creating User Personas, Developing a UX Design Concept, Prototyping and UX Feedback, Evaluating Usability

// SKILLS

Design: Adobe XD, Adobe Photoshop, Adobe Illustrator, Figma, Balsamiq

Technical: HTML, CSS, JavaScript, Java, Python, R, Visual Studio

// PROFESSIONAL EXPERIENCE

AT&T, Dallas, TX

Jun 2020 - present

Summer Academy Extern

- Selected participant in the AT&T Summer Learning Academy, a remote externship program
- Completing courses in **Design Thinking, Project Management, Communication Skills, and Leadership**

Freelance, Philadelphia, PA

Jan 2020 - present

Freelance Designer

- Created **20+** illustrations, graphics, and other marketing tools for non-profits through VolunteerMatch
- Communicate with customers in professional and timely manner
- Illustrate commissions in **Adobe Photoshop** and **ProCreate**

SAP, Newtown Square, PA

Jun 2019 - Aug 2019

Mission-Critical Support Intern

- Designed and implemented decision tree applet to guide escalation managers during client service outages
- Collected **Excel** data of service run-times and generated **50+ visualizations** to identify root causes of issues
- Wrote concise documentation on how to use SAP Customer Support System, published for future employee use

SAP, Newtown Square, PA

Jun 2018 - Aug 2018

Software Development Intern

- Designed and developed stock price predictive analysis dashboard using **HTML, CSS, JavaScript** on **SAP UI5**
- Implemented Intrinio API in **R** to generate historical data for machine learning model
- Led 5-day high school computer science orientation, **teaching 15 nationally-selected students** how to code Amazon Alexa project using **Amazon Web Services (AWS)** and **SAP HANA**

// PROJECTS

ViewerMap Twitch Extension: interactive map to increase sense of community, 2nd Place at Amazon Games, Twitch Hackathon

No Phish Chrome Extension: anti-phishing extension which parses e-mail information, detecting potential threats

// ACTIVITIES

Rewriting the Code, Undergraduate Fellowship 2020-21

2020 - present

Smithsonian Institute, Volunteer Digital Transcriptionist

2020 - present

1,000 Dreams Fund, Student Advisory Board Member

2019 - 2020

Tech Girlz Non-Profit, Instructor Assistant

2019 - 2020

// HONORS + AWARDS

RevPart STEM Scholarship

Mar 2020

Amazon Games, Twitch Hackathon (2019), 2nd Place Overall Winner

Sep 2019

SAP Employee Recognition Award

Jul 2019

Scholastic Art and Writing Awards, Gold Keys

Feb 2016 - Feb 2018