# 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

## // 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

## // SKILLS

**Design:** Adobe XD, Adobe Photoshop, Adobe Illustrator, Figma, Balsamiq
**Technical:** HTML, CSS, JavaScript, Java, Python, R

## // 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