

HAN V. NGUYEN

• S O F T W A R E | A U T O M A T I O N
D E V E L O P E R •

PROFILE

Experienced software developer with a flair for creating elegant solutions. Knowledgeable in user interface, testing, and debugging processes. My ideal position will allow me to learn and grow; all while continuing to write clean, elegant, and efficient code.

Currently pursuing higher education at Boston University's Master of Science in Computer Information Systems as a part-time student.

AWARD/FELLOWSHIP

General Assembly Software Engineering Fellowship (2020 - 2021)

Award: Hackathon winner - First prize in Hospitality, Travel, and Services category (2021)

CONTACT

Cell phone: 508-373-6074

Location: Claremont NH 03743

Portfolio: <https://www.hanvsolo.com/>

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EDUCATION

2023 - 2025 Boston University (MA)

- Master of Science
- Field of Study: Computer Information Systems

2013 - 2017 Lincoln University (CA)

- Bachelor of Arts
- Field of Study: Business Administration and Management

EXPERIENCE

AUG 2021 -

MAR 2023

40 HR/WEEK

Advata Inc. • Remote

Associate Engineer

- Designed, developed, and implemented Robotic Process Automation solutions using UiPath that streamlined various business processes, including automated bad debt collection, payment balance transfers, and patient claim status collection in hospital settings.
- Collaborated with various customer service managers to define and execute automation workflows and manage change issues on a timely basis to maximize customer satisfaction levels.
- Maintain updated knowledge of company products and services to better provide customer support and service solutions.
- Provided technical support and resolved over 1,000 tech support tickets, assisting multiple clients simultaneously.
- Improved client relationships by restoring more than five damaged and neglected automation projects, resulting in client satisfaction and contract renewals.
- Assist team members and provide support and solutions to customer queries to meet company objectives.

JAN 2021 -

JUN 2021

20 HR/ WEEK

Freelance • Remote

Freelance web developer

- Developed and maintained websites for clients using various front-end and back-end technologies.
- Worked closely with clients to understand their requirements and delivered projects on time.
- Ensured websites were responsive and mobile-friendly.
- Troubleshoot issues and provided technical support to clients.

OCT 2020 -

MAR 2021

40 HR/ WEEK

General Assembly • Remote

Software Engineering Immersive Fellow

- Demonstrated problem-solving skills and technical expertise by creating a working prototype or minimum viable product in a short amount of time.
- Utilized several front-end web technologies like JavaScript, HTML, CSS, and Python to execute diverse projects. These projects have involved communication with the back-end server through Node.js, Express.js, and non-relational databases like MongoDB.

SKILLS

- Programming languages: Java, JavaScript, Python, HTML
- Libraries/Frameworks: React.js, Express.js, uiPath
- Tools/Technologies: Git/GitHub, MongoDB, MySQL
- Microsoft Office: Word, Excel, PowerPoint

REFERENCES

- Michael Finneran - Lead Software Engineering Instructor, General Assembly
781-985-6975
MRFinneran@gmail.com
- Michael Pintar - Director of Engineering, Advata Inc.
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- Purnya Awasthi - Associate Automation Architect, Advata Inc.
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