

# Huy Nguyen

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## EDUCATION

**Lamar University** **Beaumont, TX**  
*Computer Science Game Development (GPA: 3.4)* 2022

**Delgado Community College** **New Orleans, LA**  
*Certified HVAC Technician* 2017

**Hack Reactor** **Austin, TX**  
*Advance Software Engineering Immersive Program* 2016

## WORK EXPERIENCE

**Transform Holdco** **Houston, TX**  
*Heating Air Vent Technician* 2017 - Present

- Meeting monthly key performance metrics and/or productivity goals
- Providing timely and quality repairs between 8+ customers' products per day
- Communicating benefits of the Value-Added Services Process to the customer
- Providing knowledgeable and courteous repair service to help increase customers' product longevity
- Collaborating with Technical Managers and Lead Mentors to maintain high-quality customer service and care

**University of New Orleans** **New Orleans, LA**  
*IT Support Specialist* 2016 - 2017

- Supported 10+ requests received by phone, email, and the help desk system
- Set priorities, performs triage, and knows when and how to escalate problems
- Accurately and promptly documents issues and requests from end users at the time of ticket submission and updates during support activities
- Provided technical support and problem resolution activities for: desktop, laptop, and tablets, hardware, applications, software, network, printers, scanners, phones, and mobile devices

**Hack Reactor (Contract)** **Chicago, IL**  
*Prep Instructor* 2016

- Lead mock technical interviews for each student with constructive feedback
- Utilized a variety of teaching methods including lectures, media, group discussion, and role-playing
- Trained 46 students with a JavaScript curriculum, and helped with student questions during practice problems
- Collaborated with students on individual and small group basis to reinforce learning concepts, help complete assignments, and improve performance

## PROJECTS

**Vitamin-DB**  
*Front-End Developer*

- An app that keeps track of user's health history, eye prescription, immunization and doctor information
- Implemented React, Redux and CSS on the front-end and back-end is PostgreSQL, Express, Bcrypt, And Knex

**Travel-Consensus**  
*Front-End Developer*

- Web Application designed to help users reach an agreement with travel arrangements
- Established API server routes, defined schema, and queried app database using Express, Node, and SQL

## SKILLS & INTERESTS

**Skills:** JavaScript, Java, C++, Microsoft Office (Word, Excel, PowerPoint), Visual Studio, React, Vietnamese

**Interests:** Learning & Development, Training, Gaming, Stress Management, Working Out, Basketball, Football