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Huy Nguyen

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WORK EXPERIENCE

Heating Air Conditioning Service Technician Transform Holdco   2017 - Present

- Providing timely and quality repairs of customers' products
- Maintaining high-quality customer service and care
- Promoting and selling additional products and services
- Meeting key performance metrics and/or productivity goals
- Providing knowledgeable and courteous repair service
- Communicating benefits of the Value-Added Services Process to the customer

Technical Help Desk Specialist University of New Orleans   2016 - 2017

- Responds to support requests received by phone, email, and the help desk system
- Provides technical support and problem resolution activities for: desktop, laptop, and tablets, hardware, applications, software, network, printers, scanners, phones and mobile device.
- Sets 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 the course of support activities

JavaScript Prep Instructor Hack Reactor   Contract 2016

- Taught 46 students JavaScript curriculum, answered student questions during practice problems
- Utilized a variety of teaching methods including lectures, media, group discussion, and role-playing
- Performed mock technical interviews for each student with constructive feedback
- Collaborated with students on individual and small group basis to reinforce learning concepts, help complete assignments, and improve performance
- Coordinated before and after school tutoring hours to help students in need of extra help with Github, Slack, Sublime and JavaScript

EDUCATION

Lamar University - Computer Game Development, Computer Science – Cumulative GPA: 3.4/4.0   2019 - 2021

- Programming Fundamentals I, II, & III
- UNIX/C++
- Mobile Computer Game Development
- Computer Architecture
- 3D Computer Modeling & Animation
- Algorithms Design and Analysis

Delgado Community College - Certified HVAC Technician   2017
Hack Reactor - Advanced Software Engineering Immersive   2016

SKILLS

Technical Skills: Java · JavaScript · CSS · HTML · Git · Microsoft Office · Android Studio · React
Soft Skills: Bilingual Communication (English and Vietnamese)

PROJECTS

Vitamin-DB Front-End Developer [http://bit.ly/1sAFfOi]

- 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 PostgresSQL, Express, Bcrypt, And Knex

Travel-Consensus Front-End Developer [http://bit.ly/1qvAAez]

- 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
- Created voting algorithm which tabulates user votes and returns a popular consensus