

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

PROJECT EXPERIENCE

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, 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