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Huy Nguyen

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WORK EXPERIENCE

Heating Air Vent Technician Transform Holdco   2017 - Present

- Providing timely and quality repairs between 8 - 13 customers' products per day
- Maintaining high-quality customer service and care
- Meeting key performance metrics and/or productivity goals
- Providing knowledgeable and courteous repair service to help increase customers product longevity
- Communicating benefits of the Value-Added Services Process to the customer

IT Support Specialist University of New Orleans   2016 - 2017

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

Shepard | Fellow Hack Reactor   Contract 2016

- Trained 46 students with a JavaScript curriculum, and helped with 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

EDUCATION

Lamar University - Computer Game Development, Computer Science – Cumulative GPA: 3.4/4.0   2019 - 2022

- Programming Fundamentals I, II, & III
- Algorithms and Database
- Mobile Computer Game Development
- Computer Architecture
- 3D Computer Modeling
- Algorithms Design and Analysis

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

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

PROFESSIONAL SKILLS

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