Ngoc Hiep Nguyen

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SKILLS

Languages: TypeScript, JavaScript, Java, SQL, Python
Front-end: React, React Native, Angular, Redux, NgRx, RxJS, HTML, CSS
Back-end: Spring Boot, GraphQL, Apache Kafka, Redis, Sprint Data JPA, Spring Security, Hibernate ORM, PostgreSQL, MongoDB
DevOps: Azure DevOps, Docker, Kubernetes, Datadog, AWS EC2, AWS EventBridge

WORK EXPERIENCE

CBRE Group   **Richardson, Texas**
Software Engineer   **June 2024 - Current**
- Reduced API response times by **65%** and scaled to **2M+ daily requests** by implementing a **Backend for Frontend (BFF)** architecture using Spring Boot, Redis, and GraphQL.
- Built a **high-throughput push notification service** processing **1M+ daily events**, integrating **Apache Kafka** & Google Cloud Messaging, reducing sync latency by **40%** across **50K+ concurrent users**.
- Designed a **multi-tenant Redis cache** for 4 microservices, reducing redundant API calls by **60%** and improving backend response times by **52%**, optimizing cross-service data access.
- Integrated **Datadog RUM** for the mobile app to monitor user interactions, track high-traffic screens, identify frustrations, and detect crashes, improving user experience and reducing incident resolution time by ~1 hour.
- Involved in production incident response using **Datadog**, achieving **<1-hour resolution** for critical issues.
- Engineered **CBRE Tech App**, a mission-critical **React Native** mobile platform handling **3M+ daily work orders** globally. Received **CBRE's Excellence Award** from the Chief Digital & Technology Officer.

Software Engineer Intern   **June 2023 - June 2024**
- Developed a request flagging system for CBRE's Request Management platform (Spring Boot, Hibernate, PostgreSQL), enabling **2M+ daily maintenance requests** to be flagged manually or automatically for business-critical reasons.
- Built a **report scheduling & distribution service** (Spring Boot, Kafka, PostgreSQL) for **10K+ reports** across EMEA and US, automating key metric reports on-demand and on a recurring basis.
- Developed a **full-featured analytics platform** for business leaders to view, filter, and manipulate imported dashboards, leveraging Angular, RxJS, NgRx, and Power BI for dynamic data exploration.

FPT Software   **Remote**
Software Engineer Intern   **April 2022 - July 2022**
- Led a 4-developer intern team to build an employee self-service portal within FPT Software's HR management mobile app, serving **30K+ employees**.
- Developed self-updating profiles, document management, and timesheet tracking features using **React Native**, Redux, GraphQL, Node.js, and MongoDB.
- Engineered **CI/CD pipelines** for React Native deployments with **Azure DevOps**, automating releases to Visual Studio App Center (non-prod) and App Store/Google Play (production), streamlining mobile deployments.

MISA JSC.   **Remote**
Software Engineer Intern   **April 2021 - July 2021**
- Automated invoice processing, saving **10+ hours per week** by implementing web crawlers using Selenium & Python to scrape XML invoice data.
- Containerized & deployed crawlers as microservices using **Docker & Kubernetes**, improving system scalability and deployment efficiency.

PROJECT

IPELiNT| https://www.ipelint.com/ | linkedin.com/company/ipelint | *A.I. Patent Analysis for inventors and USPTO officers*
- Led a 6-developer team to build a **full-stack MERN application** for automatic document parsing & patent analysis using **GPT-4** with custom prompts.
- Built a data pipeline to process **108GB of USPTO** public patent application data for LLM training.
- Architected microservices for **parsing PDFs to JSON**, feeding content into LLM inference, and generating PDF reports (Node.js, Express, AWS EC2, S3).

EDUCATION

Texas Christian University, John V. Roach Honors College   Fort Worth, Texas
College of Science and Engineering   May 2024
Magna Cum Laude, Bachelor of Science, Major in Computer Science, Minor in Mathematics   **GPA**: 3.7/4.0
Awards: Boller's Award Finalist, Andrew's Honors Scholar, Kathryn McDorman Honors Scholar, TCU Scholar, Dean's Honor List, Faculty Scholarship, Career Readiness Scholarship by Texas Christian University
Certification: Amazon Web Services (AWS) Certified Cloud Practitioner