

Hieu Nguyen

309-631-5134 | hieunguyen23@augustana.edu | [LinkedIn](#) | github.com/hieu

EDUCATION

Augustana College

Bachelor of Arts in Computer Science, Minor in Applied Math

Rock Island, IL

GPA: 3.5

EXPERIENCE

DevOps Intern

Viettel Company

June 2024 – August 2024

Hanoi, Vietnam

- Optimized system monitoring by using Prometheus, which resulted in more effective tracking of performance metrics and quicker identification of issues.
- Improved log management by implementing the ELK Stack, which resulted in enhanced log analysis and easier troubleshooting.
- Utilized CentOS for scripting and automation to improve operational efficiency.

Teacher Assistant in Computer Science

Augustana College

January 2024 – May 2024

Rock Island, IL

- Supported the lead teacher by creating interactive learning materials and tutorials focused on Python and its graphics libraries, which resulted in improved student engagement and understanding.
- Assisted in planning and delivering engaging lessons on Python programming, enhancing students' practical skills and knowledge.
- Conducted after-school tutoring sessions for students needing additional support, which resulted in better programming skills and problem-solving abilities.

Google Developer Student Clubs (GDSC)

Augustana College

May 2024 – Present

Rock Island, IL

- Collaborated on various projects and coding challenges to enhance technical skills and teamwork.
- Participated in workshops and hackathons to develop practical knowledge in software development and problem-solving.
- Contributed to community projects, gaining experience in project management and collaborative development.

PROJECTS

Zimbra Mail Server Metrics Exporter | *Python, Flask, Prometheus*

July 2024 – August 2024

- Improved monitoring of the company's Zimbra mail server by building a Python tool that exposes metrics through a port using Flask, which resulted in Prometheus being able to understand and scrape these metrics.
- Enabled comprehensive logging by making the tool write all logs into a separate file, which resulted in enhanced log management and easier troubleshooting.
- Utilized Flask to create a web interface for exposing the metrics, ensuring seamless integration with Prometheus.

Weather App | *JavaScript, HTML/CSS*

June 2024 – June 2024

- Developed a weather application that fetches and displays real-time weather data using APIs.
- Implemented responsive design principles to ensure usability across various devices.
- Focused on creating a user-friendly interface with intuitive navigation and clear presentation of weather information.

TECHNICAL SKILLS

Languages: Java, Python, JavaScript, HTML/CSS

Developer Tools: Git, Docker, AWS, VS Code, Visual Studio, PyCharm, IntelliJ, Eclipse

Libraries: pandas, Flask, logging, EmailJs