

HUNG NGUYEN

Boston, MA | (857) 284-2165 | nguyen.hung@husky.neu.edu | [linkedin.com/in/hung-viet-nguyen](https://www.linkedin.com/in/hung-viet-nguyen) | hungdzai.github.io

EDUCATION

Northeastern University, Boston, MA

May '20

Bachelor of Science in Information Technology, GPA: 3.84

Computer Science Coursework: *Data Structures & Algorithms, Object Oriented Programming, Networking, Software Security, Database Management System, Web & Mobile Design*

SKILLS

Programming Languages: JavaScript, Python, Java, C++, TypeScript

Database: SQL, NoSQL

Misc.: Git, Unit Testing (Jasmine), Docker, K8s, Heroku, UNIX

Front-end: ReactJS, NextJS, Redux, Sass

Back-end: NodeJS (ExpressJS)

Web APIs: RESTful, GraphQL

PROFESSIONAL EXPERIENCE

TripAdvisor, Needham, MA

January - July '19

Desktop Engineer Co-op

- Developed a CRUD web application using MongoDB as the database layer, ReactJS as the presentation layer (MERN stack) for the managers to keep track of individual's monthly performance
- Built a software licenses dashboard on Grafana using G Suite Admin API and async JavaScript script; deployed as a Docker container on team's Kubernetes cluster
- Administrated and addressed security related issues for users of different platforms utilizing Active Directory for PC and JAMF for MacOS; assisted setting up CentOS development environments

Northeastern University, Boston, MA

September '18 - Present

IT Consultant – Customer Experience Technician

- Analyze and resolve technical issues for 100+ clients weekly both in-person and through a remote support solution (Bomgar) resulting in 100% satisfaction and positive feedback from the clients
- Collaborate with senior staff to troubleshoot clients' issues using ServiceNow ticket system in a timely manner

CoderSchool, Ho Chi Minh City, Vietnam

June - August '18

Business Analyst & Coding Workshop Instructor

- Optimized recruitment process by 80% through utilizing Hubspot CRM to automate manual sales and marketing work of sales team; maintained dashboards of key metrics using Klipfolio and Hubspot API
- Improved digital marketing performance by 150% via Facebook Ads A/B testing and Google Analytics tracking
- Instructed two workshops in Machine Learning and JavaScript with over 20 attendees each, exceeding business goal

Insolex LLC., York, PA

May - July '18

Software Redesign Project Volunteer

- Designed a visual architecture diagram detailing the Event-Driven Process Chain and function allocation of a clinical externship application used in healthcare training for surgical technologists

RELEVANT PROJECTS

E-Commerce Progressive Web App

August '19

- Developed a full-fledged e-commerce clothing app using ReactJS with Redux-Saga, Hooks, GraphQL for front-end; storing data on NoSQL database (Google Firebase) and processing payment using StripeAPI

Social Network for Developers

April '19

- Developed both front-end (ReactJS) and back-end (Express JS, Node JS) of a simple social network with newsfeed and personal profile functionality utilizing MongoDB, and RESTful API

Web Scraping & Data Visualization

July '18

- Designed material for a Python workshop using Numpy, Pandas, and BeautifulSoup libraries to create a script scraping data from a weather station website into a nicely formatted CSV file