Huy Nguyen

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Professional Summary

Performance driven professional with first-rate work ethic and exceptional customer service skills.

Certificate

SQL for Data Science

Core Qualifications

- Proactive problem solving by actively finding solutions to reduce future possible incidents
- Demonstrates the ability to troubleshoot information technology systems and/or network systems
- Possess the ability to communicate professional and effectively, both verbally and in writing
- MySQL 4.x & 5.x & MySQL Percona, SSL
- PuTTY
- Javascript, HTML, CSS, MERN
- PowerShell
- Familiar with TCP/IP configurations
- Demonstrates the ability to handle multiple priorities simultaneously and effectively
- Ability to work efficiently and manage time
- Proven Analytical, Creativity, Critical Thinking and Problem solving
- Exercise good judgement, work well under pressure, and meet deadlines
- Multi-lingual: Fluent in English and Vietnamese
- Knowledge of general engineering principles
- Demonstrate strong organizational and time management skills in a fast-paced environment
- Possess excellent interpersonal skills to deal effectively with difficult, sensitive, and confidential matters
- Self-starter and self-motivated
- Always actively learning and finding ways to improve processes
- Exceptional people skills demonstrated by years of customer service experience
- Intuitive learner and willing to ask questions or seeking answers to get the work done with high accuracy
- Ability to reason logically and creatively while using a variety of analytical techniques, tools, and software.
- Knowledge of economic and policy analysis and ability to communicate results to a diverse audience.
- Strong analytical and report writing skills, including proper grammar and punctuation.
- Ability to gather, compile, analyze, and interpret written and numerical research data and prepare research and statistical reports.
- Excellent communication skills including the ability to communicate ideas, data, and information effectively to a diverse audience.
- Ability to make effective presentations and interact effectively with both internal and external parties.
- Excellent interpersonal skills including working effectively with a team on time-sensitive projects.
- Proficiency on a personal computer and familiarity with word processing, database management, spreadsheets, models, and graphics.
- Knowledge of clean transportation and energy analysis protocols and intermediate competency in MS Office™, presentation software, mobile applications, and software models.

Work Experience

Envirosuite

Operations Analyst I (Mar 2020 – Dec 2020)
Operations Analyst II (Jan 2021 – Sep 2022)
- Daily analytics check of data collected by company provided equipment
- Troubleshooting of various types of equipment via phone communication
- Write and Query SQL scripts to generate reports of data to provide to customers
- Daily use of SQL to maintain, update, and retrieve data for customers and other departments
- Assist customers with use or troubleshooting of company provided customer-facing software
- Actions performed via footprints ticketing system
- Create and modify manuals and instructions on how to perform day-to-day tasks via confluence
- Assist in migration of legacy ticketing system and confluence library to SMAX ticketing systems.
- Assist in hardware related projects
- Collaboration with Field service experts to establish ideal monitoring of customer equipment.
- Coordination with other departments within the company to streamline processes of day-to-day workflow to support the defined procedures
- Clear line of communication between customers and other departments within company for troubleshooting equipment and software.
- Configure workstations for new hires
- Troubleshoot computer problems for inhouse employees

Smartrise Engineering

Production Engineer/Controller Design Technician (June 2018 – Dec 2019)

- Designs elevator controllers per customer specifications
- Draft controller drawings using WD CAD software
- Review CAD drawings quality assurance
- Build software specific to the controller
- Determine if customers require specialized software and works with R&D to create custom software
- Create parts list for elevator controller components
- Fill order forms for specialized parts that are not carried inhouse
- Create price estimates for controller based on components and features
- Works with assembly line to ensure controllers are built correctly
- Developed answers technical questions from customers regarding their controllers if needed
- Research on elevator codes and specifications
- Research how to interface customer custom products to work with controllers
- Validate parameters that will size the correct components needed for the controller based on customer data.

Education

California State University, Sacramento   Sept 2012-Dec 2017
Bachelor of Science in Electrical Engineering