# Johnathan Huynh Nguyen

**[A picture containing drawing, wheel

Description automatically generated](https://github.com/jnguyen113)**[](https://www.linkedin.com/in/johnathan-nguyen-001768147/)Atlanta, GA | 404-952-5444 | Johnathan.nguyen1999@gmail.com | U.S. Citizen |  [LinkedIn](https://www.linkedin.com/in/johnathan-nguyen-001768147/) |  [GitHub](https://github.com/jnguyen113)

*Goal-oriented individual who is self-motivated to learn new technologies and take on new challenges. An excellent communicator and collaborator among teammates to meet deadlines. Actively seeking opportunities to develop my skill set.*

**EDUCATION**

**Georgia State University**

Cumulative GPA: 4.09 Major GPA: 4.05

Bachelor of Science in Computer Science, *Summa Cum Laude*

* Outstanding Senior Award from CS Honors and Awards Committee, Certificate in Cybersecurity, Georgia State University President’s List Scholar (2017, 2018, 2019, 2021), Dean’s List Scholar (2020), Georgia Hope Scholar

**EXPERIENCE**

***Global Community Lead (June 2020-August 2020) | Software Engineer Intern (May 2020-June 2020), HackYourOwn***

Lilburn, GA

* Collaborated with team leads by using Microsoft Visual Studio and GIT to program a bot to display team members to keep track of 30+ teams and 800+ clients
* Lead a team in programming a bot using Node.js to create new roles and assign it to individuals
* Develop the embedment of the bot responses by using JavaScript
* Managed project managers and their teams by weekly check-ins to monitor team performance and ensure projects were on track
* Collaborated with other project managers to come up with a project route for members
* Assigned members their teams and monitored and updated team performance using Excel and Discord

***iOS T1 Technical Advisor, Apple (May 2019-May 2020)***

Lilburn, GA

* Provided the highest level of service by listening to customer needs and providing innovative solutions to customer inquiries
* Troubleshoot issues relating to iOS devices and logging accurate information through CORE by maintaining up-to-date knowledge of policies and products
* Ensured customer satisfaction after every call receiving survey scores of 100% over a rolling 4-month period and maintaining scores above staff average
* Collaborated with other Service Advisors worldwide to provide solutions in a timely, professional manner.
* Obtained a scheduled adherence score above staff average with minimal supervision

***Technician Intern, Onsite Computer Support (April 2017-May 2018)***Norcross, GA

* Promptly resolved over 150 client inquiries and educated clients on their devices
* Performed professional repairs for modern electronic devices such as replacing cracked screens or malfunctioning hardware parts (iPhones, iPads, Computers) by troubleshooting iOS and Windows hardware issues
* Assisted customers by translating and explaining the issues with their devices along with processing client payments
* Acquired knowledge and hands-on experience with structured cabling

**PROJECTS**

* Organized and led team meetings to create an Admin UI monitoring system/database for a scheduling service app using AGILE methodology and organizing sprints using Zenhub.
* Leveraged Eclipse to program in Java to create a spell checker program utilizing hash sets and loops to determine if a given user input had any misspelled words.
* Implemented a binary search tree checker by using Java to search through an array and verifies if it is a binary tree or not.
* Led a team in developing a workout application for Android using Android Studio that finds a gym nearby using Google Cloud Services and gives workout based on survey page storing user info on Firebase.
* Collaborated with a team to implement a car rental service with pre-pay parking services using PHP, HTML, CSS and MySQL
* Created a to-do list that saves the user’s state using Microsoft Visual Studio to program in HTML, JavaScript, and CSS

**SKILLS & ABILITIES**

* Languages: Java, HTML, JavaScript, CSS
* Tools: Eclipse, Microsoft Visual Studio, GIT, Zenhub, Android Studio
* Highly organized with excellent time management
* Capable of working independently or with a team
* Fast learner and adapts to new changes quickly
* Highly dependable, reliable, and able to be productive with minimal supervision
* Bilingual in English and Vietnamese

**VOLUNTEER WORK**

* Youth Leader: August 2017-Present – Lead students from ages 11-13 in faith formation and guiding them towards self-development every Sunday having lessons organized and planned beforehand. Joined IT Team in 2020 to deploy Microsoft Office to all faculty.
* Junior Achievement of Georgia: February 2019-May 2019 – Guided a small group of 6th graders through a simulation about running a business. Assigned roles and helped kids go through a day of work to see the life of a businessperson.
* Habitat for Humanity: December 3, 2016 – Went to a construction site to build a home for an underprivileged family.
* Empty Stocking Fund: October 17, 2015 – Organized and packaged toys to distribute to thousands of children.