Johnny Lieu
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SUMMARY

Resourceful and results-driven software engineer with comprehensive experience. Possesses strong abilities in JavaScript, Python, and SQL, with a proven track record in programming, troubleshooting, and optimizing robotic systems. Known for a relentless work ethic, attention to detail, and a passion for continuous learning.

TECHNICAL SKILLS

- **Programming Languages:** JavaScript, Python, SQL
- **Frontend:** HTML5, CSS, Responsive Design, jQuery, React.js
- **Backend & Server-Side:** Node.js, Express, API integration (JSON, Ajax), MERN Stack, User Authentication, Progressive Web Apps
- **Databases:** MySQL, MongoDB

EXPERIENCE

Technical Support Engineer 2
Brain Corp, San Diego, CA (Oct 27, 2025 – Present)

- Provide technical support for Brain Corp's robotic systems across hardware, software, and network domains, ensuring consistent and reliable performance across large-scale deployments. Monitor and analyze fleet performance using data tools to identify trends, troubleshoot complex issues, and implement effective solutions. Automate internal tasks and workflows to improve efficiency, and work with AI technologies to enhance support processes and system reliability. Perform root cause analysis to prevent recurring issues and contribute to continuous improvement across operations.

Robot Performance Analyst
Brain Corp, San Diego, CA (Sept 2021 – Oct 27, 2025)

- Develop and optimize proprietary software for a fleet of autonomous robots using JavaScript, Python, and SQL.
- Program optimal routes, conduct health checks, and troubleshoot issues to ensure high-quality performance.
- Deliver quarterly presentations to management and executives, showcasing performance metrics and strategic plans.

Computer System Specialist
Labcorp, San Diego, CA (June 2021 – Sept 2021)

- Provided technical support for computer systems, websites, and networks to maintain high functionality.
- Troubleshot and resolved hardware/software issues; documented calls in ticketing system; escalated to field technicians as needed.
- Supported Labcorp's eProducts and enterprise software applications, including setup, password resets, and training.

Internal Liaison
Labcorp, San Diego, CA (2019 – 2021)

- Served as a technical reference within the customer service department and acted as a liaison between Labcorp and its clients.

Administrative Assistant
UCSD Medical Center, San Diego, CA (2006 – 2019)

- Handled a variety of administrative tasks to ensure smooth day-to-day operations and positive organizational interactions.

EDUCATION

- **Bachelor of Science in Computer Science**, University of Phoenix (2023–2026)
- **Python Coursework:** Intro, Intermediate, Data Structures/Algorithms, UCSD Extension
- **CS50: Intro to Computer Science**, Harvard
- **Full Stack Development**, UCSD Extension Coding Boot Camp
- Additional Courses: 100 Days of Python (Udemy), Full Stack Development (Udemy)
- **Future:** M.S. in A.I.

SELECTED RECOMMENDATION

"Johnny demonstrates ownership, grit, and a growth mindset. He stands out for his responsiveness, responsibility, and eagerness to learn. He has shown the ability to quickly escalate potential concerns, propose resolutions, and align with peers and management. His relentless focus on improving efficiency and consistently demonstrating a growth mindset make him an excellent candidate for a software engineering position."

– Daniel Hoffman, Director of Software Engineering