


 juddyhuynh@gmail.com San Francisco, CA 408-712-6943

Github:

[github.com/judypatoodie](https://github.com/judypatoodie)

Portfolio:

[judy-huynh.com](http://judy-huynh.com)

Linked-In:

[linkedin.com/in/judy-huynh](https://linkedin.com/in/judy-huynh)

## OBJECTIVE

I am a Web Developer aspiring towards a career that allows me to channel my creativity through building intuitive, innovative, and scalable software solutions. With background in IT, Product and Developer Support Engineering roles, I am well versed in problem solving, enterprise systems/processes, and the development and product lifecycle.

## SKILLS

LANGUAGES	TOOLS
HTML5	Heroku
CSS3	Git/Github
JAVASCRIPT	Jira & Confluence
REACT.JS	Zendesk
POSTGRES SQL	AWS
NODE.JS	Office 365 Suite
BOOTSTRAP	New Relic
JQUERY	Google Dev Console
	Adobe Photoshop

## EXPERIENCE

### ASPIRANET

#### Application Developer

SAN FRANCISCO, CA

Apr 2018 –Present

- Develop IT Asset Management application
- Develop HR Tracker and Reporting tools
- Develop an application for company-wide training courses
- Migrated SharePoint server to SharePoint cloud

### ONE MARKET NETWORK

#### Technical Operations Support Engineer

SAN FRANCISCO, CA

Aug 2017-Mar 2018

- Support developer's test, deploy, and production infrastructure
- Administer access and support for applications: Github, Heroku, New Relic, Splunk, Jfrog, Okta, NPMJS, Google Dev Console, and Slack
- Identify, troubleshoot, and resolve production bugs
- Utilize bash scripts and APIs to automate user audits
- Developed Company Support Portal (HTML, CSS, JavaScript)
- Monitor up-time and implement software releases on Jira and Confluence servers

#### Business Support Analyst

Apr 2016 – Aug 2017

- Tiers 1-3 support for external mobile/web apps and internal tools
- Streamline on/off-boarding processes with Zendesk and ServiceNow
- Write technical runbooks for internal and external stakeholders
- Kick started usage & trainings for Zendesk and Jira for product teams
- Own incident management, triage and escalation support processes

### SFSU COLLEGE OF EXTENDED LEARNING

#### IT Support Specialist

SAN FRANCISCO, CA

Sept 2015 – May 2016

- Tech Support for students, professors, and staff
- Hardware, Software and Network set up and maintenance

### SAN FRANCISCO DISTRICT ATTORNEY'S OFFICE

#### IT Intern

SAN FRANCISCO, CA

Feb 2015-Sept 2015

- IT Equipment management, set up, backups and support

## EDUCATION

BLOC, INC.

APR 2019

#### Full Stack Web Development Certification

SAN FRANCISCO STATE UNIVERSITY

MAY 2016

#### Bachelors of Science in Information Systems

CITY COLLEGE OF SAN FRANCISCO

FEB 2018

#### Linux Administration Course