

JUDY HUYNH

EXPERIENCE



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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 |
| POSTGRESQL | AWS |
| NODE.JS | Office 365 Suite |
| BOOTSTRAP | New Relic |
| JQUERY | Google Dev Console |
| | Adobe Photoshop |

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