




# JUDY HUYNH

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## OBJECTIVE

I am a Web Developer that aspires toward 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	Google Dev Console
REACT.JS	Office 365 Suite
NODE.JS	New Relic
POSTGRESQL	Jira
BOOTSTRAP	Zendesk
JQUERY	AWS
	Adobe Photoshop

## EXPERIENCE

**ASPIRANET** SAN FRANCISCO, CA  
**Application Developer** April 2018 –Present

- Develop custom solutions for Aspiranet’s Social Service programs across California by utilizing SharePoint (PowerShell, HTML, CSS), PowerBi (JavaScript), PowerApps (JavaScript), Microsoft Forms, etc.
- Migrated SharePoint server to SharePoint cloud

**ONE MARKET NETWORK** SAN FRANCISCO, CA  
**Technical Operations Support Engineer** 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** SAN FRANCISCO, CA  
**IT Support Specialist** 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** SAN FRANCISCO, CA  
**IT Intern** 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**