Justin T. Tran

justinttran@gmail.com • 908.227.6609 • justinttran.me

WORK EXPERIENCE

Qualtrics, Full Stack Developer   Seattle, WA

Software Engineer II   October 2021 – Present
- Team lead of the Digital Experience Creator team, focused on building a web portal allowing Qualtrics customers to create and customize tools for receiving feedback on their customers' digital experiences
- Designed and led development of a service that returns over 500 definitions per minute to customers; migrated existing asset definitions from Qualtrics-hosted databases to an AWS database and seamlessly transitioned existing requests from a legacy service to the new one
- Led the team in an engineering-wide initiative to extract all teams' code from Qualtrics' main legacy codebase; developed runbooks and processes as the first team to take part in the initiative

Software Engineer I   July 2019 – October 2021
- Implemented new rendering code for Qualtrics assets displayed on customer websites, so that assets are accessible by WCAG 2.1 standards and responsive based on the user's browser
- Led a key customer-facing project for the team's mobile SDKs, which allowed customers to create embedded dialogues in their apps and collect feedback using Qualtrics surveys
- Improved latency of targeting logic evaluation by 2x, by migrating server-side logic evaluation to the client-side while maintaining parity with existing functionality

Software Engineering Intern   May 2018 – August 2018
- Developed an in-product notification system with React and Redux
- Worked across multiple teams to make additions to Qualtrics' main codebase and send new notifications for consumption by the front-end client
- Used Webpack to compile the project into a single asset bundle for integration to the main product

Motional.AI, Software Engineering Intern   New Brunswick, NJ   June 2017 – August 2017
- Worked on artificial intelligence approaches for embodied conversational agents
- Used C# to develop a signal processing and conflict resolution unit to interpret users' emotions and speech
- Wrote a classifier using Hidden Markov Models to identify transitions in a user's behavior over the course of a conversation

Cornell Design & Tech Initiative, Developer   Ithaca, NY   October 2016 – May 2019
- Built a web application in React and NodeJS to help Cornell students plan their semesters; involved integration with Cornell's course roster API to facilitate scheduling and workload management

SKILLS

- **Programming Languages**: Python, Javascript, Typescript, PHP, Swift, Java
- **Web Applications**: ReactJS, NodeJS, Angular, Webpack, HTML/CSS
- **Infrastructure/Monitoring**: Nomad, Splunk, SUMO, Prometheus, Grafana, AWS, Docker
- **Other**: Sketch, Git, Jenkins

EDUCATION

Cornell University   Ithaca, NY   Graduated May 2019

GPA: 3.5, Bachelor of Arts: Computer Science