KHOI NGUYEN

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EXPERIENCE

Turing School of Software Design   Denver, CO
2107 Backend Engineering Program   July 2021 - January 2022
- Developed working knowledge of software design principles such as TDD, BDD, OOP, SOLID, CRUD, and RESTful API using the Ruby on Rails framework alongside a PostgreSQL database
- Used MVC to organize code effectively, limiting the amount of logic in views and controllers
- Participated in stand-ups to provide and discuss updates when working in 1 to 2 week sprints
- Wrote code that is readable and ensured contributions are maintained, stable, well-tested, and on time with 100% coverage

OptumRx   Costa Mesa, CA
Associate Service Account Manager   October 2018 - May 2021
- Investigated consumer issues through root cause analysis and communicated outcomes to 3 clients and their stakeholders
- Drove process improvement based on trend analysis to reduce consumer escalations by 10%
- Prepared client 5 facing documents and presentations daily with data stored and gathered from SQL queries and ServiceNow

Senior Customer Service Representative   August 2016 - October 2018
- Served as a Subject Matter Expert for clients to increase the knowledge of 5 working teams
- Demonstrated knowledge of Excel to support operations by creating a dashboard to showcase areas of opportunity to develop and encourage team growth and improve performance by 8%
- Decreased delays in medical therapy by 13% via a Proactive Script Capture project for General Electric by contacting medical providers to initiate new scripts for members
- Investigated over 200 member concerns and issues in real-time quickly and accurately

PROJECTS

Little Esty Shop
- Developed an e-commerce platform for over 1,000 merchants and admins to manage inventory and fulfill customer invoices
- Consumed a public API while utilizing POROs as a way to apply OOP principles to simplify code
- Utilized MVC to structure code with consistent routing to demonstrate RESTful principles
- Built CRUD functionality for a many-to-many relationship between merchants and available goods
- Used ActiveRecord to write queries to gather and manipulate data from a PostgreSQL database

Sweater Weather
- Created a back-end solution for users to plan a road trip and view weather at desired destination
- Exposed 3 APIs to pulls data, require an authentication token, and allowed for CRUD functionality
- Retrieved current, 5-day, and hourly weather forecasts for a city using MapQuest's Geocoding and Openweather One Call APIs
- Applied TDD to ensure 100% coverage throughout the lifespan of project development

EDUCATION

California State University, Long Beach   Long Beach, CA
Bachelor of Science (B.S.) - Management Information Systems