resume

Kevin Nguyen

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Experience

Appian - Solution Engineer (Jan 2020 - Current)

- Troubleshoot support cases that touches everything Appian.
    - Appian's stack: Application servers (Tomcat, JBoss), Web servers (IIS, Apache), RDBMS (MySQL/Mariadb), Apache Kafka, Elasticsearch, SAIL programming language, Integrations with Appian.
    - Other: AWS Cloud architecture, Networking/VPN(ipsec), Linux (SSH/busybox tools), Accessibility issues (WCAG).
- Contributed to the knowledge base with technical solutions and collaborate globally with US/EMEA team through Jira.
- Built a skills matrix that took a snapshot of the current skills of the Appian team over 4 different categories (Performance, Cloud, Integrations and Design and Infrastructure)

Education

UNSW - Bachelor of Engineering / Commerce (2014-2020)

- Majoring in Mechatronics (2nd Class Honours) and Information Systems.
- Honours thesis: Integrating communication platforms between different operating systems.

Projects

de-coco.com.au - custom made living space

- Built a responsive landing page with front-end framework Nextjs with Typescript, customized with Sass and continously deployed with Github and Vercel.
- Achieved Lighthouse score of over 90 by optimizing images through Webp format, making it acccessible with alternative text and improved SEO with "next/header" component.
- Re-used components, ultilised Sass modules to avoid name conflicts and integrated Google maps and Emailjs through their API's.

min.md - minimal markdown editor

- Front-end: Nextjs framework, authentication with next-auth.js (JWT and OAuth) and communicating with back-end through raw HTTPS GraphQL requests.
- Back-end: Node/Express GrahpQL server using TypeORM to perform CRUD operations to the Postgres RDBMS.

Skills

- **Front-end:** HTML, CSS/SASS, Javacrtipt/Typescript, React, Nextjs.

- **Back-end:** Node/Express, passport, TypeORM, GraphQL
- **RDBMS**: Mariadb, Postgres, Mongodb.
- **Others**: Linux commands (busybox tools), networking,