

Kim Ngoc Nguyen

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TECHNICAL SKILLS

Java, JavaScript, Typescript, HTML, CSS, Bootstrap, SQL, Postgres, Angular, Spring, TDD, Git, JUnit, Mockito, Postman

SOFTWARE DEVELOPMENT PROJECTS

Fit Finder

A full-stack Java application comprises an [Angular frontend](#) and [Spring Boot API backend](#). Users can navigate the single-page application to search through gym equipment and amenities, and gym owners with an account can publicly list their facilities. This comprehensive application demonstrates the principles of MVC design pattern, OOP, TDD, and agile methodology.

Job Board API

A REST API developed using Java and Spring, implementing the principles of OOP, exception handling, and BDD with Cucumber. Users can create companies, post job listings, and apply for jobs. Spring Security and JWT were used to personalize CRUD endpoints.

Fitness API

A monolithic backend REST API using Java, Spring, and PostgreSQL. Users are able to register accounts and perform CRUD operations to create personalized workouts and exercise plans. User data is kept secure through Spring Security and JWTs.

Rock Paper Scissors

A Java backend game developed to exemplify the principles of OOP and exception handling. Users can play against another user or a computer, navigate a main menu, and keep track of multiple game rounds.

Tic-Tac-Toe

A dynamic and responsive web application using HTML, CSS, and JavaScript. Two users are able to play multiple rounds of the game, enjoying customizable tokens, sound effects, and a dark/light mode.

PROFESSIONAL EXPERIENCE

Customer Success Specialist | Equipment

November 2021 – March 2023

Les Mills United States Trading, Inc. – Chicago, IL

- Resolved 400 internal and external support request cases monthly, improving KPIs and reducing case close times by 40%
- Drove 700 won opportunities through agile project management to generate \$1.125 million in equipment sales revenue
- Developed new documentation and SOPs to improve supply chain processes by 30% and support B2B/D2C opportunities
- Identified and resolved technical errors across multiple systems, leading UAT initiatives during high-season promotions
- Redesigned website elements to reflect product offerings and improve UX for B2B and D2C desktop and mobile browsers

Dental Assistant | Lead Dental Assistant

July 2019 – October 2021

Skyline Smiles of West Loop – Chicago, IL

- Managed a team of 10 dental assistants across 2 private practices to provide oral healthcare to 5000+ patients in 5 months
- Led training initiatives to optimize staff workflow, enhancing quarter-over-quarter growth by 6%, generating \$550k in profit
- Restructured and documented supply inventory and a backlog of 300+ appliance cases to reengage 60% of inactive patients
- Improved data quality by redesigning record-keeping practices for over 3000 PHI and PII records between sister offices

EDUCATION

Full Stack Software Engineering Immersive

March 2023 – June 2023

General Assembly | Certificate of Completion

Bachelor of Science in Liberal Arts and Sciences

August 2015 – May 2020

University of Illinois at Chicago | College of Liberal Arts and Sciences, Honors College

ADDITIONAL SKILLS

Google Suite, Microsoft Office (Excel, Teams, Outlook), Microsoft Dynamics 365, Magento, Slack, Salesforce, Zoom, Jira