



LIEM NGUYEN

SOFTWARE ENGINEER

(United States Citizen)

Email: liemnguyen180@gmail.com

Cell: +1 (510) 557-9253

Website: <https://liemnguyen15.github.io>

PROFESSIONAL SUMMARY

You can find me at the **intersection of business, cloud computing, and content creation**. I'm a versatile engineer, a critical & creative thinker, and I have an insatiable appetite for learning.

- **3+ years** of experience building end-to-end solutions in Enterprise Application Integration (EAI)
- Certified **Dell Boomi Professional Developer** and **Production Administrator**
- Proficient in programming languages **Python, SQL**, along with HTML, CSS, and JavaScript
- Proficient in integrating CRM & ERB applications like SuccessFactors, Concur, **Salesforce**, MySQL, etc.
- Proficient in exposing and consuming **SOAP** and **REST web services** and developing **RESTful APIs**
- Experienced in project management and leading software development life cycle (SDLC)
- Well-versed in utilizing communication tools such as **JIRA**, Slack, Google Hangouts
- Excellent verbal, written, and presentation communication skills
- Experienced in working with Waterfall, Agile, and Kanban methodologies

EDUCATION

University of California, Davis

Class of 2017

B.S. Computer Science (*Minor in Technology Management*)

PROFESSIONAL EXPERIENCE

SOFTWARE ENGINEER - CLOUD INTEGRATIONS

8x8 Inc. | San Jose, California

June 2017 - Present

- Responsible for cloud integrations for IT, Business Systems, HR, Finance, Security and Operations:
 - Developed **employee onboarding** process (iCIMS to SAP SuccessFactors)
 - Developed key integrations for **Quote-to-Cash** project (SFDC to/from MySQL & Service Mgmt. Platform)
 - Developed customer **fraud detection solution** (SFDC to/from Cybersource & Service Mgmt. Platform)
 - Developed customer **credit card failure solution** (SFDC to/from MySQL & Service Mgmt. Platform)
 - Developed real-time **JIRA ticket generator** (SFDC to JIRA)
 - Automated creation of **8x8 Google accounts** (SAP SuccessFactors to Google)
 - Automated tracking of **all employee data** (SAP SuccessFactors to SAP Concur, Cornerstone & NetSuite)
 - Automated **project management and expense tracking** for customers (Clarizen to/from SAP Concur)
- Built "8x8 Connect", our company's **first global private social network (Intranet)** for **2,000+ employees across 5 countries**, by building web applications with Google APIs, leveraging Google Analytics to improve user experience, and working directly with IT and HR department leaders to understand company needs

CO-FOUNDER

Empirically Inc. | Fremont, California

February 2017 - October 2018

- Co-founded media website that reached over **100,000 monthly active visitors**, by creating a Facebook SEO strategy to drive traffic, developing and designing Wordpress theme, using Google Analytics to sustain and grow website traffic, and creating viral content using Final Cut Pro and Adobe Photoshop
- Built **chatbots** to automate our company's customer service on Facebook, Twitter, and SMS, by building integrative solutions on Twilio Studio, which led to **35% decrease** in website bounce rate