LIEM NGUYEN
SOFTWARE ENGINEER

(United States Citizen)
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PROFESSIONAL SUMMARY

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

- **2+ years** of experience building end-to-end solutions in **Enterprise Application Integration (EAI)**
- Experienced and certified *Dell Boomi* **Professional Developer**
- Proficient in programming languages **Java, Python, SQL,** along with **HTML, CSS, and JavaScript**
- Proficient in integrating CRM & ERB applications like SAP SuccessFactors, Salesforce, MySQL, etc.
- Proficient in exposing and consuming **SOAP and REST web services** and developing **RESTful APIs**
- Experienced in project management and leading **systems 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*)
GPA: 3.21/4.00

PROFESSIONAL EXPERIENCE

SOFTWARE ENGINEER - CLOUD INTEGRATIONS
8x8 Inc. | *San Jose, California*   *June 2017 - Present*

- Responsible for cloud integrations for IT, Business Systems, HR, Finance, and Operations:
    - Developed **employee onboarding** process (iCIMS to SAP SuccessFactors)
    - Developed key integrations for **Quote-to-Cash** project (SFDC to/from MySQL & "Internal Systems")
    - Developed **customer fraud detection solution** (SFDC to/from MySQL & "Internal Systems")
    - 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**