



# LIEM NGUYEN

## SOFTWARE ENGINEER

(United States Citizen)

Email: [liemnguyen180@gmail.com](mailto: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)**
- 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 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**