

# LINH NGUYEN

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## TECHNICAL SKILLS

**Programming Languages:** Python, Java, C#, JavaScript, TypeScript, HTML5, CSS

**Frameworks:** React, .NET, Angular

**IDEs:** Visual Studio, Visual Studio Code, PyCharm, DataGrip

**Cloud Platforms & Developer Tools:** AWS, Azure, Docker, Git

**Database Management Systems:** PostgreSQL, MySQL, SQLite

## PROJECTS

### Personal Portfolio

[View Website](#) | [GitHub](#)

- Designed and developed a responsive website to learn about web design and ReactJS
- Teck Stack: JavaScript, HTML, CSS, ReactJS, and several JS animation libraries

## WORK EXPERIENCE

### MemberMax

Roanoke, VA

*Software Engineer Intern - Hybrid*

May 2023 – Jan 2024

- Automated the development pipeline by implementing efficient CI/CD practices to streamline the development process and continual maintenance of Trilix, a Customer Relationship Management (CRM) cloud web application
- Developed different app features to meet the needs of customers and company's software standard, along with writing unit testing to ensure code quality and addressing over 90 failed tests in the systems
- Enhanced the application performance, leading to significant data storage savings of up to 6% by eliminating redundant tables and fields, consolidating multiple API endpoints, streamlining backend code to improve code efficiency

### Takeda

Boston, MA

*Software Developer/ Data Visualization Intern - Remote*

May 2023 – Aug 2023

- Implemented a Large Language Model tool tailored for analysts and scientists to enable them to effortlessly access and retrieve desired data by using natural language queries, preventing the need for SQL expertise, resulting in substantial time savings of up to 60% for users
- Addressed sensitive data exposure concerns by reinforcing SQL query responses from the OpenAI model before database execution, providing valuable measures, enhancing overall utility and reliability by 100%
- Collaborated with users to gain feedbacks and reviews, then planned for model training strategies and upgrade requests to improve the language model performance to meet the needs of data analyst teams

### Spilt Milk Studios

London, England

*Software Engineer Intern - Hybrid*

Jan 2023 – Apr 2023

- Assisted the company to discover players' experience in three game products by providing feedback and suggestions on game accessibilities
- Programed a Discord Bot with diverse functionalities, including the ability to promptly respond to requests for crucial private data such as work tickets, ticket progress, announcements, events, etc., aiming to enhance internal communication
- Adapted to new field and learned continuously to enhance the knowledge of Software Development Lifecycle and understanding of Agile methodologies and Scrum framework

### Hollins University Quantitative Reasoning Center

Roanoke, VA

*Quantitative Reasoning Tutor*

Sep 2022 – Dec 2022

- Evaluated course data from 3+ math classes to organize necessary materials for general walk-in students and provide various explanations to be sure of successful tutoring sessions
- Managed tutoring sessions for 5+ tutees resulting in an overall assignment score improvement of 12%
- Instructed 2+ students outside of the center to help surpass their learning challenges resulting in an increase in the number of students coming in for help weekly

## EDUCATION & CERTIFICATES

### Hollins University (bachelor's degree)

Roanoke, VA

**Major:** Mathematics

Graduation: Jan 2024

**Minor:** Data Science

**GPA:** 3.90 / 4.0

**Relevant Classes:** Applied Computing I w/ Google, Statistics Method I, Lab and Math Experimentation, Data Wrangling with R, Machine Learning, Transition to Advanced Math, Complex Variables, Data Structure, Regression, Data Mining, Real Analysis

**Honors/Awards:** Dean's List Hollins University, Hollins Merit Award Leadership, Scully International Study Award, Elise Deyerle Lewis Award, Omicron Delta Kappa Honor Society

**Certificates:** Google Data Analytics Professional Certificate, Preparing for Google Cloud Certification: Cloud Developer Professional