Mai Nguyen

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Career Highlights:
- Led and supported deployment on 3 operational and 3 test domains for a highly visible GEOINT program
- Became a SME for a large distributed ETL system that specialized in search and retrieval - supporting end users, stakeholders from the DOD's intelligence program office to the branch director
- Led the re-ingestion of millions of critical data across multiple domains, a process that spanned over 6+ months, requiring daily monitoring and verification of data integrity

Tools: AWS, Docker, Jenkins, Jira, Confluence, Linux, Apache Karaf/Tomcat, Solr / RDS / SQL, Adobe XD, Bitbucket, Github, Gitlab, Git, Postman

Languages: Bash, React TypeScript / JavaScript, Java

Experience:

IBM | Application Engineer | Sept 2023 - Present
- Identify user's pain points and curate mock-ups using Adobe XD while working with internal team and stakeholders
- Facilitate weekly UX tag-ups with the customer to present and collaborate on mock ups
- Collaborate for 2 separate 10 person teams to design new features or improve older features
- Utilize React Typescript/JavaScript to implement new features or address bugs while practicing Agile
- Demonstrate fixes during customer demos, highlighting improvements and ensuring client satisfaction
- Hero and review pull requests across 2-3 GitHub repositories

Octo (An IBM Company) | Software Engineer | Dec 2019 - July 2023
- Managed and prioritized bugs, enhancements, and issues within a large distributed ETL system across 3 domains, troubleshooting and resolving problems in real-time or coordinating with the development team for thorough analysis and fixes
- Led/supported deployment on 3 operational and 3 test domains using Jenkins, CI/CD, Docker, various AWS tools, Linux servers, and DevSecOps best practices - ensuring continuous site performance and stability 24/7
- Investigated through logs, AWS, servers, and Solr to further provide in-depth details on bugs and ops issues
- Tested between 6 environments across different security levels to ensure product reliability for stakeholders while working cross-function
- Provided tier 1/2/3 technical support to customer testing organization, end users, and stakeholders totalling ~600 people
- Led re-ingestion of millions of data records across multiple domains
- Fixed various configs and UI bugs utilizing Java and React Typescript/Javascript

SAIC | Database Engineer & Test Engineer Lead | Feb 2018 - Dec 2019
- Managed an internal CRM tool website, mobile app, and server to capture and provide information to entire program and government customers
- Automated existing functionalities utilizing scripts and SQL to improve business processes
- Developed Python library for automation pipeline to record data into a CRM tool to support the automated build of applications using a REST API
- Vetted over 100 iOS and Android mobile apps to verify quality before deploying to IC's App Store
- Documented and resolved any UX\UI, crashes, and data source failures with stakeholders
- Conducted deployment meetings to deliver mobile applications

SAIC | Technical Intern | Summer 2016 - Summer 2017
JMU Office of Disabilities | Database Management | Nov 2016 - Apr 2017

Certs & Courses
AWS Cloud Practitioner
Intro to UX Design @ Georgia Tech

Education
James Madison University | Computer Information Systems B.A | 2017