Michael Nguyen

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WORK EXPERIENCE

Software Engineer   **December 2022 – July 2024**
Bayside Credit   *Irvine, CA*
- Accelerated workflow efficiency by 30% by developing an insurance verification system on AWS
- Generated a monthly revenue stream of $3,500 by programming an automated invoice application
- Expedited operational efficiency by 20% by integrating a collection system that automated phone calls
- Optimized operational resources by creating a software application that detected for customer fraud
- Provided business analytic solutions using Looker Studio that contained over 100,000 data points
- Executed unit tests, integration tests, and end-to-end tests to assess software reliability and security
- Constructed diagrams and documentation on Confluence to communicate system design and functionality
- Collaborated with cross-functional teams by gathering requirements and developed software that met criteria

Data Engineer Intern   **June 2022 – September 2022**
Pacific Life   *Newport Beach, CA*
- Showcased the Streamlit framework as an analytical tool to enhance business decisions by developing a climate and airline dashboard
- Identified key performance indicators using SOQL that drove decision making processes and customer insights
- Predicted the next best action by analyzing over 500,000 data points using Salesforce and the Einstein AI CRM platform to boost life insurance product sales by 15%

Software Engineer   **February 2021 – July 2021**
ResearchDx   *Irvine, CA*
- Reduced operational workload by 25% by developing an application that captured and processed data from an internal webpage
- Maximized workflow efficiency by 20% by programming an application that determined a patient's risk for celiac disease (my software is currently pending approval from the FDA)
- Streamlined turnaround times by 20% by enhancing an existing software application using Python and Selenium to autofill data into an internal database

PROJECTS

MUGIC
- Collaborated on a team and developed a software product using Ubuntu, ROS framework, and Python that enabled a motion sensor device to control a Toyota Human Support Robot
- Designed patchers in MAX 8 that transmits data via UDP to a Python program that controlled the robot

Restaurant Crystal Ball
- Developed the backend of my web application using Express.js and the Yelp Fusion API to create requests and query restaurants in any location that an end user inputs
- Designed the frontend of my web application using JavaScript, HTML, and CSS to create interactive visuals including a gradient background, dynamic text boxes, and hover animations

Course Scheduling System
- Programmed the software application using Java, MySQL, and the Java Connector to demonstrate a functional course registration system that sits on top of the CLI
- Utilized software design techniques and best practices to enhance security and prevent SQL injection attacks

SKILLS

- Languages: Python, Java, SQL, JavaScript, Typescript, C, C++, MATLAB
- AWS: S3, SNS, SQS, Lambda, API Gateway, EventBridge, CloudWatch, Amplify, Aurora
- Tools: Agile, Linux, Node, React, Express, REST, HTTP, JWT, CRUD, API, HTML, CSS, JSON, XML, YAML, Looker Studio, Snowflake, MySQL, PostgreSQL, Git, GitHub, BitBucket, Docker, Postman, Salesforce, Confluence, Jira

EDUCATION

University of California, Irvine   **September 2021 – December 2022**
Masters, Software Engineering   *Irvine, CA*