Michael Nguyen

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WORK EXPERIENCE

Software Engineer   December 2022 – July 2024
Bayside Credit   *Irvine, CA*

- Enhanced workflow efficiency by 30% by developing an AWS-based application that auto-populated customer insurance data into an internal portal
- Generated $3,500 in monthly revenue by creating an automated program on AWS that streamlined the delivery of PDF invoices to dealers
- Boosted operational efficiency by 20% by building an automated collection system on AWS that integrated with LiveVox to log customer account details
- Mitigated fraud risk by programming an AWS application to detect and flag fraudulent customer information
- Created analytical dashboards in Looker Studio, utilizing over 100,000 data points to deliver actionable insights
- Ensured software reliability and security by executing unit, integration, and end-to-end testing
- Collaborated with cross-functional teams to gather requirements and deliver software that met all criteria

Data Engineer Intern   June 2022 – September 2022
Pacific Life   *Newport Beach, CA*

- Produced a climate and airline dashboard using Streamlit to improve business decisions and data reporting
- Utilized SOQL to identify key performance indicators for driving decision making processes and gaining customer insights
- Analyzed over 500,000 data points with Salesforce and the Einstein AI CRM Platform to predict the next best action and boost life insurance product sales by 15%

Software Engineer & Lab Associate I   January 2021 – July 2021
ResearchDx   *Irvine, CA*

- Programmed an application to capture and process data from an internal webpage using Python, reducing operational workload by 25%
- Engineered a pending FDA-approved software application using Python to determine patient risk for Celiac disease, increasing workflow efficiency by 20%
- Improved existing software with Python and Selenium to autofill data into an internal database, resulting in a 20% improvement in turnaround times

PROJECTS

MUGIC

- Contributed on a team and developed software that enables a motion sensor device to control a Toyota Human Support Robot using Ubuntu, ROS framework, and Python
- Constructed patchers in MAX 8 that transmit data packets via UDP to a Python script controlling the robot
- Researched API documentation provided by Toyota to develop core functionalities that granted control of various components of the robot

Restaurant Crystal Ball

- Developed the backend of my web application using Express and the Yelp Fusion API to create requests and query restaurants in any location that the 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

SKILLS

- Languages: Python, Java, JavaScript, TypeScript, SQL, C, C++, HTML, CSS, MATLAB
- AWS: S3, SNS, SQS, Lambda, API Gateway, EventBridge, CloudWatch, Amplify, Aurora, Systems Manager
- Technologies: React.js, Node.js, Express, Tailwind, Streamlit, Numpy, Pandas, PostgreSQL, Git, TCP, UDP, REST, HTTP, API, JWT, JSON, XML, YAML
- Tools: Docker, GitHub, BitBucket, MySQL, Postman, Jira, Confluence, Looker Studio, Salesforce, Snowflake

EDUCATION

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