Michael Nguyen

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WORK EXPERIENCE

Software Engineer   December 2022 – July 2024
Bayside Credit   *Irvine, CA*
- Improved workflow efficiency by 30% by developing an application on AWS that automatically populated customer insurance information onto an internal webpage
- Generated a monthly revenue stream of $3,500 by developing an invoice application on AWS to orchestrate the process of building and emailing an invoice PDF to dealers
- Expedited operational efficiency by 20% by integrating a collection system on AWS that received data from an automated phone calling system and updated customer information onto an internal database
- Optimized operational time and resources by developing an application on AWS that automatically detected for fraudulent customer information
- Created analytical dashboards on Looker Studio that generated operational statistics and business analytic solutions by joining dimensions and measures stemming from over 100,000 data records
- 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 & Lab Associate I   January 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 enables a motion sensor device to control and move a Toyota Human Support Robot
- Designed patchers in MAX 8 that transmit data packets via UDP to a Python program controlling 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, SQL, JavaScript, Typescript, C, C++, MATLAB
- AWS: S3, SNS, SQS, Lambda, API Gateway, EventBridge, CloudWatch, Amplify, Aurora
- Frameworks/Tools: Agile, Linux, Node, React, REST, HTTP, JWT, CRUD, API, HTML, CSS, JSON, XML, YAML, Looker, 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*