# Michael Nguyen

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## WORK EXPERIENCE

**Software Engineer**                                                                December 2022 – July 2024
*Bayside Credit*                                                                                              *Irvine, CA*
- Enhanced workflow efficiency by 30%, building an AWS application using Python and APIs to auto-populate customer insurance data into an internal service
- Implemented an AWS program using Python and Looker to automate PDF invoice delivery, generating $3,500 in recurring monthly revenue
- Boosted operational efficiency by 20%, automating a collection system on AWS using Python, SQL, and LiveVox that logs real time customer account details
- Coded an AWS application using Python, SQL, and ETL processes to detect and flag fraudulent customer information, mitigating fraud risk
- 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 enhance data-driven business decisions
- Employed SOQL to identify key performance indicators, aiding in strategic decision-making processes
- Analyzed 500,000+ data points with Salesforce and Einstein AI to predict actions, boosting sales by 15%

**Software Engineer & Lab Associate I**                                      January 2021 – July 2021
*ResearchDx*                                                                                                  *Irvine, CA*
- Programmed a Python application to capture and process webpage data, reducing operational workload by 25%
- Engineered a pending FDA-approved software for Celiac disease risk, boosting workflow efficiency by 20%
- Improved software with Python and Selenium to autofill data, improving turnaround times by 20%

## PROJECTS

**MUGIC** | *ROS Framework, Python, Max 8, Ubuntu*
- Contributed to a team in building software that enables a motion sensor device to control a Toyota Human Support Robot
- 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

**Portfolio -** michael-c-nguyen.github.io | *React, Tailwind, JavaScript, JSX, HTML, CSS*
- Developed responsive web components using React and JavaScript to route sections of the webpage and animate elements to enhance the user experience
- Designed the frontend of my web application using Tailwind, HTML, and CSS to structure visuals elements and display modern color schemes

## SKILLS

- **Languages**: Python, Java, JavaScript, TypeScript, SQL, C, C++, HTML, CSS, MATLAB
- **Cloud**: 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 in Software Engineering*                                                                            *Irvine, CA*