

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 application on AWS that automatically populated customer insurance information into an internal application portal
- Generated a monthly revenue stream of \$3,500 by programming an automated invoice application on AWS that orchestrated the process of building and emailing an invoice PDF to dealers
- Expedited operational efficiency by 20% by building an automated collection system on AWS that integrated with LiveVox and automatically logged outstanding customer account details into an internal database
- Optimized operational time and resources by creating an application on AWS that automatically detected for fraudulent customer information
- Created analytical dashboards on Looker Studio by joining dimensions and measures stemming from over 100,000 data points which provided business analytic solutions and operational statistics
- 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 script 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, Systems Manager
- Agile, Linux, Node, React, Looker Studio, Snowflake, MySQL, PostgreSQL, Git, GitHub, BitBucket, Docker, Postman, Salesforce, Confluence, Jira, TCP, UDP, REST, HTTP, JWT, CRUD, API, HTML, CSS, JSON, XML, YAML

EDUCATION

University of California, Irvine

September 2021 – December 2022

Masters, Software Engineering

Irvine, CA