

Nathan T. Hoang

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Competencies/Skills

- **Key Technologies:**
 - React, TypeScript, Material UI, Next.js, AngularJS, JavaScript ES6, PHP, Node.js, MySQL, MongoDB, Bootstrap, Postman, Symfony, Cypress E2E, Kibana, Jest.
- Proficient in Google Suite (Docs, Sheets, Drive, Gmail) & Microsoft Office (Excel, Word, Powerpoint, Outlook).
- Proficiency working with GitHub, Jira, Salesforce, Slack, Zoom, Zendesk, Periscope.
- Excellent communication, organization, problem solving, time management, and leadership skills.

Experience

JAZZHR / EMPLOY INC. | [SOFTWARE ENGINEER](#) - REMOTE

JUNE 2022 - PRESENT

- Contribute to the development of JazzHR's SaaS product suite by architecting, building, and maintaining key components to enhance the web application and API by leveraging technologies like React, Typescript, AngularJS, PHP, Symfony, MySQL, and more.
- Engineering project lead for a number of initiatives including one to plan and implement crucial and time-sensitive compliance updates to key areas of JazzHR's web application and API ensuring adherence to new regulations ahead of the deadline.
- Collaborate and communicate with stakeholders such as product managers, marketing, and support on various initiatives in order to effectively and efficiently deliver projects.
- Swarm and help resolve critical issues throughout our application and write detailed documentation in order to better enable our teams to solve routine issues.
- Lead various planning, execution, and demonstration meetings from an engineering standpoint for a number of key initiatives.

DEPUTY.COM | [SUPPORT RELIABILITY ENGINEER](#) - REMOTE

OCTOBER 2021 - JUNE 2022

- Developed and maintained various support tooling and scripting for the Global Support Team in order to enable the team to more efficiently support clients.
- Partnered closely with engineering teams to help code debug/troubleshoot for key strategic clients.
- Led various training & knowledge share initiatives across the Global Support team including API training.
- Actioned and triaged escalated API inquiries for VIP clients via Zendesk.

INDEED | [SENIOR ENTERPRISE CLIENT SUCCESS SPECIALIST](#) - SAN MATEO, CA

APRIL 2018 - APRIL 2021

- Provided on-demand technical support and day-to-day digital advertising campaign management for 20+ large enterprise clients, generating \$250K in monthly revenue.
- Utilized data analytics tools, including, Salesforce, Tableau, and Excel to maximize strategies and ROI.
- Trained 7+ new hires and won a regional award for excellence and collaboration as voted by peers.

Education

SAN DIEGO STATE UNIVERSITY — SAN DIEGO, CA: 2014

[Bachelor of Arts – Economics \(Overall GPA: 3.88; Major GPA: 3.9\)](#)

- **Awards/Honors:** Graduated Summa Cum Laude; 5X Dean's List (Fall 2011 — Fall 2013)
- **Clubs/Activities:** Phi Beta Kappa Honor Society