Nathan T. Hoang

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Experience

DEPUTY | SUPPORT RELIABILITY ENGINEER - REMOTE   **OCTOBER 2021 - PRESENT**

- Developed and maintained various support tooling and scripting for the Global Support Team in order to enable the team to more efficiently support clients.
    - ➤ Demonstrated understanding of JavaScript, HTML, CSS, Bootstrap, Node.js, Fetch API, Postman.
- 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 responded to escalated, audit, and API inquiries for VIP clients via Zendesk.

FREELANCE | WEB DEVELOPER - REMOTE   **JANUARY 2021 - PRESENT**

- Designed, developed, and deployed a RESTful and secure full-stack CRUD web application from end to end with MongoDB, Express, Node.js.
    - ➤ includes user authentication/authorization, cloud database, and geocoding with geoJSON.
- Built dynamic, mobile-friendly, and responsive websites using HTML5, CSS, and Vanilla JavaScript along with libraries and frameworks such as Bootstrap and Bulma.
- Experience working with APIs, AJAX, JSON as demonstrated by developing a practical TV show search website using the Axios library.
- Implemented key basic security measures into a web application such as HTML sanitization, securing HTTP headers and managing content security policy with Helmet.js, and MongoDB sanitization.

INDEED.COM | 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.
- Reviewed and evaluated KPIs on all advertising campaigns across the entire product suite, identifying both successes as well as opportunities for improvement.
- Trained 7+ new hires and won regional award for excellence and collaboration as voted by peers.
- Partnered and worked cross-functionally with 5+ teams including Sales, Product, Global, and UX to formulate comprehensive client strategies and to help design process improvements.

ADDITIONAL EXPERIENCE

- **FERGUSON | INVENTORY CONTROL ANALYST & BUYER II -** SAN JOSE, CA   **JUNE 2014 - APRIL 2018**

Competencies/Skills

- **Key Developer Skills**: JavaScript, HTML5, CSS, Express, Node.js, MongoDB, JSON, AJAX, Axios, Bootstrap, Postman.
- Proficient in Microsoft Office (Excel, Word, Powerpoint) & Google Suite (Docs, Sheets, Drive, Gmail).
- Proficiency working with GitHub, DataDog, Pusher API, Salesforce, Jira, Zoom, Zendesk, & Slack.
- Excellent communication, problem solving, time management, and leadership skills.

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