

# Hoang Nguyen

## EDUCATION

### University of Minnesota

Twin Cities

BA in Mathematics

Minor in Computer Science

Minor in Language: Korean

### Century College

AS in Aerospace Engineering

## SKILLS

### Languages:

Ruby, HTML/CSS, Python,

Javascript,

### Frameworks:

Rails, React, node.js

### Databases:

Postgres

### Platforms:

MacOS, Linux, Windows

### Tools:

Git, Heroku, Vim, Emacs, MatLab

LaTeX

## CONTACT

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07.28.2022

## EXPERIENCE

### Astropad

Dec 2018 – Present

Quality Assurance Support

Minneapolis, MN (Remote)

- Create a new QA process single-handedly that helped reduced bugs by 25 percent for smoother product launches
- Bridge Engineering team and Support teams by cross sharing information to help efficiently cut down queue times
- Manage a small team of tier 1 support agents and support them remotely
- Document any new product changes for internal and external uses
- Maintained internal servers and website with Ruby on Rails/Ruby combined with Javascript and the React framework

Technical Customer Support

Minneapolis, MN (Remote)

- Built support team infrastructure from ground up
- Investigated in finding and implementing new tools in support team that boosted the efficiency of the team by 15 percent.
- Took lead in working with RouteThis to evaluate if the services helped improved queue times and overall customer success
- Published internal tests to show product's advantage over the competition to the public

### UBREAKIFIX

Jun 2017 – Nov 2018

Technician

Maple Grove, MN

- Explained complex technical issues to customers in a non-technical, simple to understand manner
- Increased productivity of the store by 10 percent with the quickest turnaround times in the store
- Handle 20 calls a day dealing with quick troubleshooting, quoting, and appointments
- Managed upwards to 10 tickets a day to make sure items are being finished efficiently

### Orchid Restaurant

Mar 2011 – May 2017

Server

White Bear Township, MN

- Executed duties and made careful decisions while multi-tasking in a high stress environment
- Trained new employees