

# 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, C/C++

### Frameworks:

Rails, React, SASS

### Databases:

Postgres, SQLite3, SQL

### Platforms:

MacOS, Linux, Windows

### Tools:

Git, Heroku, Vim, Emacs, MatLab  
LaTeX

## COURSEWORK

Data Structures

Algorithms

Discrete Mathematics

Operating Systems

Computer Architecture

Computer Networking

Cryptology

Statistics

Object-Oriented Programming

## CONTACT

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08.25.2020

## EXPERIENCE

### Astropad

Technical Customer Support

Dec 2018 – Present

Minneapolis, MN (Remote)

- Maintained internal servers and website with Ruby on Rails stack combined with React
- 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

Technician

Jun 2017 – Nov 2018

Maple Grove, MN

- Recognized issues and troubleshoot electronics and computers.
- Explained complex technical issues to customers in a non-technical, simple to understand manner
- Use Windows built-in command line to flash Android Software using ABD
- 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

Server

Mar 2011 – May 2017

White Bear Township, MN

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

## PROJECTS

### Convex Hull Approximation

Python, MatLab

Demonstrated an efficient algorithm using half-spaces to get an accurate approximation of the convex hull. Visualized the algorithm by practicing in Python and then finalizing in MatLab