# Tram Nguyen / Software Developer

Chicago, IL
designertvn@gmail.com
510-862-4643
[tram-nguyen.dev](tram-nguyen.dev)

I've spent the last decade working in nearly every part of the software development lifecycle—from product development, design, and content creation; to building software and fixing bugs. I am seeking a full-time Software Developer role where I can leverage my technical expertise, ability to navigate complexity and ambiguity, and years of experience working cross-functionally in high-pressure situations.

## PROJECTS

### AXEL

I built the front-end for an app used to train and onboard hundreds of employees across multiple departments. It reduced labor costs and allowed us to develop a more nimble, data-driven training program.

### Customization Preview Tool

I built a tool that streamlined the customization process for both customers and developers. It reduced the number of change orders because it allowed clients to see mock-ups of custom software solutions *before* they were built.

### Nguyen Streak

A tool to document work accomplishments, both daily achievements and major milestones. The app makes it easier to advocate for your career at review time or update your resume because you have the data to prove it.

### Word Salad

A Frankenstein's monster mash-up of the most popular games from *The New York Times*—the crossword, Connections, and Wordle...all at the same time.

## EXPERIENCE

### Product Manager

JELLYVISION LAB - AUG 2021 - DEC 2021 (Associate PM), JAN 2022 - AUG 2022 (PM)

- **Developed and executed product strategy for ALEX HSA,** including product roadmapping, feature prioritization, Jira ticket writing, and release planning.
- **Led a cross-functional Agile team of 12 developers, data scientists, and creatives**. Led Agile ceremonies. Collaborated closely with stakeholders, banking partners, executives, and customers.
- **Launched enrollment initiatives that increased user activation by 14.7%.** Leveraged user data and **increased average employee benefits engagement by 11%.**

### UX Writer, Customization Writing Team Lead

JELLYVISION LAB - DEC 2020 - OCT 2021

- **Led a team of UX writers to deliver custom content for major Fortune 500 companies** under tight deadlines, ensuring strict adherence to style guidelines. Selected client list: Amazon, Comcast/NBC Universal, Disney, Delta, IBM, US Foods.
- **Developed and executed content strategy,** crafting clear, concise, and engaging copy for websites, apps, chatbots, marketing materials, and other digital products.
- **Created Jira tickets for new features and bugs.** Identified logic errors and scoped new features for the ALEX Chatbot. Created Jira tickets that outlined business logic, technical specs, and acceptance criteria.

### Senior Production Specialist

JELLYVISION LAB - MAY 2016 - AUG 2019 (PS), AUG 2019 - DEC 2020 (Senior PS)

- **Front-end developer for ALEX Benefits Counselor,** Jellyvision's flagship SaaS product. Built features, custom solutions, and fixed bugs, working in JavaScript and Talentshow, a proprietary authoring tool.
- **Solutions engineering for ALEX Benefits Counselor.** Designed and documented sustainable custom technical solutions that addressed client needs while also fitting within their budget and time constraints.
- **Creator and front-end developer for AXEL,** an in-house training and onboarding app. Designed and built the frontend for the app, built new features, and fixed bugs. Led a small team of devs and content creators to create and update course material over three years.

## LANGUAGES & FRAMEWORKS

Ruby, Rails, Sinatra, JavaScript, TypeScript, SQL, PostgreSQL, HTML, CSS

## TOOLS

Git, Jira, Confluence, Looker, Figma, Adobe XD, Kontent.ai, Dialogflow

## SKILLS

Leading Agile/Scrum Ceremonies, Technical documentation, A/B testing, Data Analysis, Training Development, User Testing, Roadmapping

## EDUCATION & ACHIEVEMENTS

**Launch School Full Stack program** OCT 2022 - JUL 2024

Co-authored and illustrated a book: ***Pen & Palate: Mastering the Art of Adulthood*** (Grand Central Life & Style)

Winner *Saveur* **Best Food Blog Awards Editor's Choice for Best Writing**

Winner ***American Illustration 35***

Winner ***3X3* International Illustration competition**

Winner **Jellyvision Superlatives: Most Likely to Survive a Zombie Apocalypse**