CHARLES VU

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EXPERIENCE

Salesforces Developer – Front End, Fiduciary Technology Solutions – Seattle, WA   **May 2023 – June 2024**
Technologies: Salesforce, Apex, LWC, SOQL, HTML, CSS, JavaScript.   1 year +

- Led a cross-functional team in migrating from BIM 360 to Salesforce's LWC components by developing Apex code for API calls that enabled bulk data updates within a custom-designed UI, reducing manual update time by *50%* and allowing users to efficiently manage large datasets by uploading lists of use emails for bulk project additions.
- Collaborated with cross-functional teams in Asia to engineer a seamless migration from SKUID to LWC components, completed the project *3 months* ahead of schedule, resulting in a *40%* reduction in load time for Salesforce applications, while enhancing user experience for *3000* users.
- Improved the reporting layer by implementing a quick-save feature to update data without refreshing the page, maintaining user position and enhancing efficiency.
- Achieved over *90% code coverage* by creating a comprehensive test method for Apex class.
- Established a *20-day SLA* for issue resolution in the SIM ticket system, ensuring initial responses under an hour and root cause identification within *24 hours*.
- Executed thorough QA and user testing for LWC applications, resulting in a *10% improvement* while maintaining close to under *1% defect rate* over the original SKUID application.
- Refactored the code base, transforming large queries into separate functions and storing results in a map for quick access, reducing load and interaction time by *50%*.
- Led an initiative to develop comprehensive training materials for AWS Certified Cloud Practitioner Certification, enabling roughly ⅔ company wise on participating AWS cloud based-skills.

Front-End Developer Intern – ARC Security – Seattle, WA   **Oct 2022 - Dec 2022**
Technologies: JavaScript, React, HTML, CSS, npm, Figma.   3 months

- Conducted in-depth research on over *250* real estate agents and brokers to accurately identify client expectations and enhance user experience.
- Analyzed client feedback to develop and implement enhanced user interfaces for ARC Security Mobile App, resulting in an *85% customer satisfaction rate*.
- Developed a comprehensive Data Dashboard for the ARC Security Website, integrating client feedback to include all key components, achieving a *90% user satisfaction rate*.

Software Engineer Intern – CMC Technology & Solution – Ha Noi, Vietnam   **June 2020 - Oct 2020**
Technologies: Python, React, Bootstrap, Figma.   5 months

- Integrated OpenCV library and Optical Character Recognition (OCR) with the existing technology stack to support extracting and analyzing objects from images for advanced search applications, increasing recognition accuracy by *30%*.
- Delivered initial mobile application demo on time with a *95% accuracy and usability rate* among stakeholders.
- Collaborate with cross functional teams to establish a new framework, accelerating project completion by *20%*.

TECHNICAL SKILLS

Front End: React, Javascript, HTML, CSS, styled-components
Back End: Java, C++, Python, PostgreSQL, MySQL, SOQL, Salesforce, R, Assembly
Tools: Git, npm, API, Firebase, Bootstrap, Jframe, Apex, Lighting Web Components, Visualforce, SKUID, Figma
Certifications: AWS Certified Cloud Practitioner (2024)

EDUCATION

Bachelor of Science in Computer Science & Software Engineering, Univeristy of Washington, GPA: 3.5   **August 2023**
Teaching Assistant – Data Science Course

PROJECTS

Dvogue – Outfit Generator Website – Seattle, WA   **March 2022 - June 2022**
Technologies: React, JavaScript, HTML, CSS, Firebase, Bootstrap, API.

- Developed a web application that leveraged Firebase to handle authentication, database storage & hosting, and users' outfit suggestions allocation.