Brian Tran

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EDUCATION

BS Computer Science   Long Beach, CA | May 2022
CALIFORNIA STATE UNIVERSITY, LONG BEACH

WORK EXPERIENCE

CODEBLOXX | FULL STACK DEVELOPER   Garden Grove, CA | December 2023 - Present

- Utilized PostgresSQL to create queries and scheduled automated jobs to reset locked accounts
- Designed company logo using Figma and dashboard that renders data unique to the authenticated user.
- Implemented and maintained front-end web application increasing 20% in website performance using SEO tools and decreasing page load speeds by % 15 for better user experience
- Utilized Snipcart API to add secure payment functionality and Microsoft Power Automate to fetch data from iFrame to re-format/populate back to Excel file for efficient management.
- Created different views for mobile and web pages with user-friendly navigation using TailwindCSS
- Developed a commenting engine to allow users to send and receive messages from their instructors using NextJS and Supabase.
- Implementing cyber security rules to protect page routes from XML injection and unauthenticated access as well as cookies for secure authentication.

CI SOLUTIONS | TECHNICAL SUPPORT ENGINEER   Los Alamitos, CA | January 2023 - Present

- Fielded and resolved over 25+ technical issues per day related to printers, data, SFTP servers, and web/local applications.
- Achieved customer service ratings over 90% by resolving tickets with a 91 % Resolution SLA and utilizing conflict resolution techniques to calm frustrated clients efficiently.
- Styled and maintained website with HTML and CSS to increase site performance and user experience. Integrated Chat bot with JavaScript to website resulting in 15% case resolutions.
- Managed SFTP server data, troubleshooting server connection/issues with Filezilla and Jenkins, and whitelisting IP addresses
- Installed and configured new computer hardware, local software, printers(drivers/firmware), and networking equipment for clients.
- Fixed damaged printers by repairing and replacing printer hardware
- Created articles and guides with step-by-step instructions to guide clients on resolving their issues resulting in 20% efficiency.
- Worked with other IT personnel to resolve GPO issues, network/firewall issues, and file mapping issues.

THECODERSCHOOL | CODING INSTRUCTOR   La Palma, CA | November 2022 - March 2023

- Developing a curriculum and app projects based on languages such as python, java, lua
- Instruct students on processes and algorithms, procedural abstraction, data abstraction, encapsulation, and inheritance.
- App Reviews of students' pygame applications increasing 20 percent efficiency in completed applications
- Teaching kids ages 8-14 basic python, JavaScript, C# with STEM activities and Roblox development.

DATAON | DATA SUPPORT ENGINEER   Anaheim, CA | June 2022 - October 2022

- Resolving customer issues through FreshDesk ticket portal increasing 20% efficiency.
- Troubleshooting server and cluster issues with VMs through PowerShell scripting, RDP(Remote Desktop Protocol) WAC(Windows Admin Center), FCM, HyperV, etc.
- Imaging Azure Stack HCI servers via network boot (PXE), installing and configuring servers (Hardware, OS, Drivers, Firmware, Hard drives(HDD,SSD, NVMe)).

- Utilized Azure Kubernetes Service to manage cluster performance.
- Cabling/racking servers to switches using specific power cables and Mellanox cables maintaining east/west traffic.
- Managing physical and virtual disk of workloads calculating resiliency for reallocation of data

PROFESSIONAL CERTIFICATIONS

COMPTIA SECURITY + ⇗   Issued December 2022
MICROSOFT AZURE FUNDAMENTALS ⇗   Issued December 2022
AWS CLOUD PRACTITIONER ⇗   Issued April 2023

PROJECTS

TRIPEASE ⇗   Python, Django, AWS, JavaScript

- Building a travel-optimizing web application that aims to centralize all travel-planning resources, and provide itinerary optimizations and recommendations.
- Used Django's Social Authentication with Python to allow users to Login or Register to Tripease Account using Facebook, Twitter, or Google accounts.
- Created temporary cookies for each session and wrote an API to fetch CSRF token for each session which allows users to have saved data from their previous session.

SKILLS

Web Development: Python, React/NextJs, JavaScript, TypeScript, HTML/CSS, PostgreSQL, Django
Technology: Git, GitHub, Visual Studio Code, BurpSuite, FoxyProxy, PowerShell, Filezilla, Jenkins, Figma
Continued: Azure Kubernetes Service(AKS), HyperV, VMware, Ubuntu, Azure SQL database, Bash