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Software Developer

Shayn Tran

PROFILE

I'm Shayn. I had 5 years of experience in Software Development and UX/UI Design. I am driven by a passion to excel in my strengths, yet I embrace the challenges inherent in mastering new knowledge.

EXPERIENCE

Software Engineer

Axon Active

May 2024 - Present

- I contributed to a healthcare project aimed at improving patient-doctor interactions through online appointments, consultations, prescriptions, and patient monitoring.
- My responsibilities included:
  - Developing chat and video call features using **ReactJS, Shadcn, React Hook Form, React Relay, and GraphQL** for secure, real-time communication.
  - Building a **React Native** mobile app for iOS and Android, allowing patients to book appointments, interact with doctors, track visit history, manage profiles, insurance, and view prescriptions.
  - Collaborating with team members, including designers and backend developers, to align on project goals, resolve technical challenges, and ensure smooth integration.
  - Proposing UI improvements, suggesting intuitive designs and streamlined workflows to enhance user experience and accessibility.

Through teamwork and innovative UI ideas, I helped deliver a scalable, user-friendly platform that boosts healthcare efficiency and engagement.

Software Engineer

Vinova - Vietnam Software Outsourcing Company

July 2023 - May 2024

- As a Front End Developer, I work on a finance and stock market project, focusing on building user interfaces and integrating APIs using **ReactJS, React Query, React Hook Form, and Shadcn**.
- Developing applications according to client requirements
- Be a core member of the development team of Vinova
- Participating in product development
- Leading a team with 2 fresher members - taking responsibilities in training my team members and sharing experiences with them

EXPERIENCE

Front End Developer

TDCX Malaysia - Behaft of Google

June 2022 - July 2023

- Participating in the entire project implementation process from the beginning to the end, fulfilling customer requirements
- Worked directly with Google Team to help customer solve all their problems with their website related to UX/UI or content media to achieve SEO standards
- During working time in this role, I have supported and mantained over 150 website of customer.

Front End Developer & UX/UI Designer

KMS Technology - Vietnam Software Product & Outsourcing Company

March 2021 - Jun 2022

- Be a core member to develop AI Chatbot product in Healthcare service - Create workflow, training AI Chatbot knowledge
- Studying the market to look for the new feature and new technology to add into the product
- Designing software pattern, screening flow and define new features
- Be a Front end Developer and UX/UI Designer for a new product of KMS - AI Chatbot Platform - **Create workflow, Training AI ChatBot, and Build a customized Chatbot**
- Research user behavior and find the most optimal solution

EDUCATION

FPT University - Vietnam

Bacherlor of Software Engineering | GPA: 8.56 | 2021

Nguyen Binh Khiem High School for Gifted

Math Student | 2017

LANGUAGES

English

Upper-Intermediate level

Japanese: N5

Beginer level

Vietnamese

Native Speaker

PROJECTS

Medgate - Telemedicine & Patient Engagement Platform

2024 - Present

Responsibilities:

- Developed a cross-platform telemedicine solution allowing patients to book appointments, manage insurance, and access prescriptions via a **React Native** app (iOS/Android).
- Implemented secure real-time chat and video conferencing features on the web portal using **ReactJS, React Relay, and GraphQL** to facilitate remote doctor-patient consultations.
- Collaborated with cross-functional teams to define project requirements and optimize the frontend architecture for scalability and performance.
- Enhanced user engagement by proposing intuitive design changes and utilizing **Shadcn and React Hook Form** to create a seamless, accessible user interface.

Technologies used:

- Core: ReactJS, React Native, TypeScript.
- State Management & Data Fetching: Zustand, React Relay, GraphQL.
- UI & Forms: Shadcn UI, React Hook Form, CSS/SCSS.
- Key Features: Real-time Chat/Video, Cross-platform Architecture.

AI Voice Agent & Omnichannel Customer Support Platform

2023 - 2024

Responsibilities:

- **Visual Flow Builder**: Implemented an interactive, drag-and-drop AI training interface using **React Flow**, allowing users to visually design conversation flows and logic for the AI agents based on the **Flowise** engine.
- **Embeddable AI Widget**: Engineered a lightweight, customizable chat widget integrated with AI capabilities, designed to be easily embedded into third-party client websites.
- **Admin Dashboard**: Built a feature-rich admin dashboard using **Shadcn UI and React Hook Form**, enabling businesses to manage staff, curate enterprise knowledge bases for AI training, and monitor real-time conversation analytics.
- **Voice Integration**: Integrated **SIP**-based voice features, allowing the AI agent to handle incoming calls, identify customer intent, and route users through specific support flows or to human agents.

Technologies used:

- Core: ReactJS, TypeScript, React Flow.
- UI & State: Shadcn UI, Zustand, React Hook Form, Zod.
- Integration: Flowise (AI Logic), SIP (Voice Protocol).

PROJECTS

SBI - Digital Market

2023

Responsibilities: Participate in the entire project implementation process from start to finish, fulfill customer requirements, and engage in discussions to propose suitable solutions.

Duties: Discuss with customers about new features, problems, and solutions.

Technologies used: React using Typescript, Shadcn, Tailwind, react-hook-form verified by zod, react router,...

Ecommerce & Education Projects

2022

- Fixing components in many website platforms: NextJS, ReactJS,... to get matched parameters into Google Analytics
- Build Google Analytics customized components for Google customers using vanilla JS
- Implement code for events tracking and send them to Google Ads without significant impact on their website performance when they launch websites to market and get revenues that they expected
- Communicated and supported with Google product team for the prompt solution
- Be a part of Google Team to help customer solve all their problems in their website about UX/UI or content media to achieve SEO standards

Technologies used: React using Javascript, NextJS

Al Chatbot Platform

2021 - 2022

- Create workflow, Training Al ChatBot, and Build a customized

Responsibilities:

- Research the market to look for the new feature and new technology for applying the product

Technologies used:

- Using NextJS (FE), NestJS (BE), Python (Bot engine) with Microservice, Docker, RestAPI, and Kafka
- Create the design idea and design the UI for the platform by using design tools (Figma, Photoshop, Sketch,...)