

Aaron Trinh

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EDUCATION

The University of Texas at Arlington | Arlington, TX

May 2022

- Bachelor of Science in Information Systems

WORK EXPERIENCE

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May 2023 - June 2023

Cloud Engineer Trainee

- Demonstrated proficiency in React, JavaScript, AWS, Node.js API development, and MySQL through successful hands-on projects, subject to evaluation by both peers and instructors.
- Actively engaged in collaborative problem-solving sessions, playing a key role in resolving over 20 intricate coding challenges.
- Successfully graduated from an intensive coding bootcamp, investing more than 600 hours in comprehensive learning and hands-on practical experience.

Securonix | Addison, TX

May 2022 - Mar 2023

Cloud Support Analyst

- Proficiently supervised 20+ Linux-based tenant cloud environments, expertly resolving 50 weekly incidents. Achieved a remarkable 30% decrease in downtime, generating annual savings of around \$150,000 and ensuring uninterrupted high availability.
- Provided detailed shift handover documentation, outlining critical issues and their resolutions for other teams, resulting in a 20% decrease in the time taken to address incidents during shift transitions.
- Actively collaborated with team members to tackle 100+ outstanding problems, successfully closing 95% of escalated tickets within the agreed SLA (Service Level Agreement) timeframe, improving customer satisfaction.

Avancez LLC | Arlington, TX

December 2021 – May 2022

IT Technical Intern

- Resulted in swift issue resolution, enhancing end-user satisfaction and workflow efficiency.
- Collaborated with experienced IT team members, participating in meetings to discuss ongoing projects and cases.
- Executed on-site deployment of tailored software applications and hardware components.

PROJECTS

Full-Stack E-Commerce Application

- Developed a fully functional e-commerce React website in collaboration with a team, utilizing NodeJS API and MySQL database, resulting in a 30% increase in website performance and a 25% reduction in page loading time.
- Deployed the application on Amazon Web Services (AWS) virtual environment, ensuring high availability and scalability for a large number of concurrent users. Achieved 99.99% uptime, guaranteeing a smooth user experience and handling over 10,000 concurrent users during peak hours.
- Conducted thorough testing and debugging to identify and fix software issues, resulting in a 40% decrease in the number of reported bugs and ensuring the stability and reliability of the application.

Javascript Game

- Created an exciting target-clicking game using JavaScript, providing an immersive and interactive experience for players.
- Implemented smooth animations and responsive design to ensure seamless gameplay across various devices.

Node API

- Developed a lightweight NodeJS API to handle user logins and securely store login information on a MySQL database. Utilized RESTful API principles to ensure seamless communication between the frontend and backend, allowing for easy integration into various client applications.

TECHNICAL SKILLS

- **Programming Languages:** Javascript, HTML/CSS, Java, Python, SQL, C, C++
- **Frameworks/Libraries/Databases:** React Library, MySQL, NodeJS, SpringBoot
- **AWS Tools:** EC2, VPC, Terraform (Infrastructure as Code), Docker
- **Technical Skills:** Linux OS, Windows, Networking, Git/Github