

# Thi Nguyen

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## Education

### BACHELOR'S OF SCIENCE IN INFORMATION TECHNOLOGY

- UNIVERSITY OF WASHINGTON | JUNE 2020

## Technical Skills

**Frontend:** HTML5 | CSS3 | ReactJS | Redux | JavaScript | Bootstrap | jQuery

**Backend:** NodeJS | ExpressJS | MongoDB | MySQL

**Other:** Git | Website Optimization | Linux | SSH | NPM | Rest APIs | PWA | Unit Test (Jest/Enzyme)

## Experience

### NSC Global | September 2021 – Present

*Desktop Support Engineer at Holland America Group*

- Provided level 3 desktop support to over 500+ users both on-site and remote from multiple cruise lines
- Oversee the training of new NSC hires to ensure work expectations are met to the highest level
- Responsible for imaging and deployment of PC/MAC hardware to new and returning users.
- Provided software support for VPN, RSA, O365, Active Directory, SCCM, Win 7/10, MAC OS, Printer, etc.
- Managed the IT Depot room and conduct monthly reports on hardware stock level

### UW Tacoma Center for Equity | September 2019 – January 2020

*Full Stack Developer Intern*

- Designed and wrote the front-end of our admin dashboard application using ReactJS with various reusable components
- Integrated real-time admin dashboard with Socket.io for instant access to new updates and improved user experience
- Implemented a food inventory system in our dashboard for tracking individual transactions
- Observed work process and brainstormed new functionalities to help improve work efficiency

### UW Tacoma Center for Equity | March 2019 – June 2019

*Back-End Developer*

- Moved and redesigned their data model from Excel to MongoDB for storage efficiency
- Enabled user authentication for clients to register/login and employed security practices such as encrypting passwords and restricting route access for admins only
- Developed site on NodeJS platform and utilized ExpressJS in handling routes to our server API
- Collaborated with the program supervisor in a team of 5 and held weekly meetings to ensure our website aligned with our client's needs