

Linh Truong

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Software Engineering Experience

SAP Canada – HANA and Analytics

January 2020 – September 2020

Agile Developer Intern | Stack: SAP HANA, Groovy, JavaScript, Gerrit

- Developed features for an employee task monitoring tool with Groovy that validated Jira tickets and their hierarchy, displaying invalid tickets onto SAC dashboards, increasing compliancy rate by 20%
- Monitored the organization's build system run on Jenkins CI, to automatically flag flaky tests, reducing false positives by 20%
- Maintained over 100 canary landscapes by prioritizing operations and examining health, ensuring changes to various clusters were stable and up to date
- Led build acceptance tests to verify stable release deployments, achieving a 100% passing rate for over 15 critical workflows

Work Experience

Technovation Girls

January 2021 - Present

Mentor - Software Developer

- Mentored 2 teams of girls in developing 2 mobile applications that overcome problems within their communities
- Taught fundamental concepts such as control structures and database querying
- Held weekly meetings to introduce the Agile methodology, completing retrospectives and setting milestones to fix blockers

Aritzia Head Office

July 2017 – August 2019

Customer Care Operations Associate

- Dispatched and supported customer inquiries to IT and other business units, which were resolved in under 24 hours
- Oversaw social media channels and business analytics to address client concerns as a part of a 20-person team, reducing client average wait time from 1 hour to 6 seconds

Technical Projects

Focus | Stack: Python, Tensorflow, Flask, Keras

February 2021

- Produced a Chrome Extension that utilized machine learning to remove the background of any uploaded image containing people in 24 hours
- Deployed application to an AWS EC2 instance to maintain a consistent development environment across all developers
- Incorporated a pre-trained Tensorflow model to perform semantic segmentation, achieving a 90% image recognition accuracy rate

UpLift | Stack: Java, Google Firebase

October 2020 – December 2020

- Constructed an Android application to deliver content to improve mental health due to the COVID-19 pandemic
- Integrated Google Firebase database in order to make CRUD operations on a user preferences table

Extracurriculars

- Co-organized a technical interview workshop as a member of SAP's iXp intern committee to accommodate 30 participating interns
- Supported new students with the transition from in-person to virtual learning as part of BCIT's Computing Club

Education

Computer Systems Technology, Diploma

January 2019 – May 2021

British Columbia Institute of Technology – GPA: 88%

Skills

Languages: Java, Python, C, Groovy, R, JavaScript, SQL

Tools and Workflows: Jenkins, GitHub, git, R Studio

Web Development: React, Node.js, HTML5, CSS, Bootstrap

Databases: Google Firebase, MySQL, SAP HANA