Teresa Truong

Los Angeles, CA · (818) 334-9300 · truotere@gmail.com
linkedin.com/in/tetruong · truotere.github.io/portfolio

PROFESSIONAL EXPERIENCE

IT Solutions Developer II - HCM/Finance   Jan. 2022 - Present
Cognizant Technology Solutions | Dallas, TX

- Lead as the primary on-call liaison achieving 98% user satisfaction rating with internal and external stakeholders by consistently exceeding SLA requirements
- Provide live production support for 17,000+ corporate systems users overseeing new-hire onboarding, payroll processing and telematics solutions
- Identify and resolve data synchronization conflicts resulting in a 33% decrease in critical escalations
- Perform root cause analysis for Major Incidents and generate ticket trend analysis reports for each sprint
- Mentor junior support engineers enhancing their technical abilities, service knowledge and overall confidence

SKILLS

- **Programming Languages:** Java, C/C++, SQL
- **Frameworks & Libraries:** SOA, Spring Boot, Hibernate, Maven, Tomcat, JUnit, React, React Native
- **Version Control:** Git
- **Database Systems:** Oracle SQL Developer, MongoDB
- **Web Technologies:** HTML, CSS, JavaScript, JSON, Node.js
- **Methodologies:** Microservices
- **Other:** Oracle E-Business Suite R12, Oracle Fusion Cloud HCM

CERTIFICATIONS

Oracle Cloud Infrastructure 2022 Certified Foundations Associate   Jul. 2022 - Aug. 2022
Exhibit fundamental knowledge of public cloud services provided by Oracle Cloud Infrastructure

Oracle Cloud Data Management 2022 Foundations Certified Associate   Jun. 2022 - Jul. 2022
Demonstrated foundational-level knowledge around core Oracle Data Management services

JP Morgan Chase & Co. Software Engineering Virtual Experience Program Participant   Oct. 2021 - Nov. 2021
Charted stock price data feed to alert traders of potential trading opportunities in real time.

PROJECTS

Project Manager | Keep the Coast Clear | Mapbox Javascript API   Apr. 2021 - Jun. 2021
Established a customized interactive map for non-profit organization San Diego Coastkeeper to inform locals on the real-time condition of their watersheds.

Lead Developer | Electric Pomato | Javascript, HTML, CSS   Jan. 2021 - Mar. 2021
Developed a time management web application using concepts from Francesco Cirillo's Pomodoro Technique.

Full Stack Developer | Beyond Money | React Native, Expo, Firebase   SD Hacks 2021
Built an iOS mobile application that fosters a collaborative volunteer community to assist those in need.

EDUCATION

University of California San Diego   Sept. 2017 - Jul. 2021
Bachelor of Science, Joint Major Mathematics & Economics, Computer Science Minor