TU LE

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TECHNICAL SKILLS

Language: Python | JavaScript | SQL | Java | HTML/CSS | TypeScript
Frameworks: React | React Native | Expo | Node.js **|** Express.js | WordPress | Firebase
Developer Tools: Git | Google Cloud Platform | Postman | MongoDB| PyCharm | Jupyter Notebook | Selenium

EXPERIENCE

SAP Lake Mary, FL   **January 2022-Present**
Solutions Support Engineer
- Provide high technical knowledge to consultants and customers on SAP SuccessFactors HXM Suite's Cloud Platform Module, WorkZone, IAS, and MDF by triaging 132 monthly cases from issues ranging from failed jobs, failed SFTP connections, SSO connection configurations, and instance access using SPLUNK, SAML Tracer, and SAP Knowledge Articles
- Co-host office hours twice a week to assist other colleagues, and I'm part of Rapid Responder Team, where we troubleshoot highest priority of cases.

Mashey Denver, CO   **June 2020-January 2021**
Data Engineer / Data Analyst Intern
- Collaborated with team on projects using SCRUM practices such as stand ups, sprints, backlog grooming.
- Maintained and improved 2 different dashboards and reports with Looker and SQL and assisted in client consultations for scoping of projects.
- Developed custom FiveTran weather connector to enable data for temperature and precipitation.

SAP Lake Mary, FL   **July 2019-January 2020**
Data Analyst Intern
- Developed web scraping script to determine correlation between Customer Satisfaction Scores and client response times using Jupyter Notebook, Python, and Selenium, which increased calculations from 50 cases a day to 250 cases.
- Worked alongside Head of Operations of Digital Platform, to track end of year targets for over 110 employees across.

PROJECTS

InnoJam Competition 2023
ChatGPT, Figma   **Present**
- SAP idea competition, pitching the use of ChatGPT to help write Knowledge Articles for Support Engineers.

Rank Kings
TypeScript, React, Express, MongoDB, and GitHub   **Present**
- Preliminary selection system for breakdance events, where each competitor is scored by ranking against existing competitors without a use or point systems.
- Drag and Drop feature implemented using React Beautiful DND npm library.

Family Chat (Won" Best in Show" for Spring Senior Design Showcase)
Expo, React Native, Firebase Authentication, Fire store, and GitHub   **January 2022-April 2022**
- Cross-platform messaging application for iOS and Android separating messages into topics with interactive features.
- Built functional components to render only groups and topics user has access to, as well as built scaffold of the project.

Custom Weather Connector
Python, Google Cloud Functions, Five Tran, Big Query, Looker, NOAA's API   **August 2020**
- Clients were able to cross analyze product information, temperature, and precipitation for New York and DC locations.

EDUCATION
Bachelor of Science in Computer Science
University of Central Florida Orlando, FL