

# Tu Le

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## EDUCATION

### University of Central Florida

*Bachelors of Science in Computer Science*

Orlando, FL

*May 2022*

## EXPERIENCE

### Product Support Engineer

September 2023 - Present

*NS2*

*Remote, PA*

- Provide support for Business Technology Platform product for government clients.

### Solutions Support Engineer

January 2022 - September 2023

*SAP*

*Lake Mary, FL*

- Provide high technical knowledge to consultants and customers regarding SAP's SuccessFactors HXM Suite's Cloud Platform Module.
- Triage 132 monthly cases from issues ranging from failed jobs, failed SFTP connections, and SSO connection configurations.
- Co-host office hours twice a week for local and global colleagues.
- Member of Rapid Response team, handling highest priority trouble cases.

### Data Engineer / Data Analyst Intern

June 2020 - January 2021

*Mashey*

*Denver, CO*

- 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.

### Data Analyst Intern

July 2019 - January 2020

*SAP*

*Lake Mary, FL*

- 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 European, Americas, and Asian regions.
- Identified low performing metrics from weekly KPI reports.

## PROJECTS

### FamilyChat

*Expo, React Native, Firebase Authentication, Firestore, and Github*

January 2022 - April 2022

- Cross-platform messaging application for iOS and Android separating messages into topics with interactive features.
- Won "Best in Show" for Spring Senior Design Showcase
- Built functional components to render only groups and topics user has access to.

### Custom Weather Connector

*Python, Google Cloud Functions, FiveTran, BigQuery, Looker, NOAA's API*

August 2020

- Enabled clients to track historical revenue for specific products alongside weather trends with Looker.
- Clients were able to cross analyze product information, temperature, and precipitation for New York and DC locations.

### COVID FL Tracker

*MongoDB, Heroku, Express, React, Node, Bcrypt, NewsAPI, COVID Tracking Project API*

August 2020

- Developed website that would render 3 news articles, current deaths, and infection rates daily for COVID-19 news, tailored to user's Florida County.

## TECHNICAL SKILLS

**Languages:** Python, JavaScript, SQL, Java, HTML/CSS

**Frameworks:** React, React Native, Expo, Node.js, Express.js, WordPress, Firebase

**Developer Tools:** Git, Google Cloud Platform, Postman, VS Code, PyCharm, Jupyter Notebook, Selenium