Tu Le

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EDUCATION

University of Central Florida   Orlando, FL
Bachelors of Science in Computer Science   *May 2022*

EXPERIENCE

Solutions Support Engineer   January 2022 - Present
SAP   *Lake Mary, FL*
- Provide high technical knowledge to consultants and customers on SAP SuccessFactors HXM Suite's Cloud Platform Module.
- Triage 132 monthly cases from issues ranging from failed jobs, failed SFTP connections, to SSO connection configurations.
- Co-host office hours twice a week to assist other colleagues, global and local.

Data Engineer / Data Analyst   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   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