

Tu Le

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EDUCATION

University of Central Florida

Bachelors of Science in Computer Science

Orlando, FL

May 2022

EXPERIENCE

Solutions Support Engineer

SAP

January 2022 - Present

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

Mashey

June 2020 - January 2021

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

SAP

July 2019 - January 2020

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