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TYAN TRINH

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Education

B.S. in Electrical Engineering, *University of Washington, June 2020*   GPA: 3.56
- Leadership: Institute of Electrical and Electronics Engineers (Officer), Society of Asian Scientists and Engineers (Officer), Alpha Kappa Psi

Experience

Technology Consulting Analyst, *Accenture*   Nov. 2020 – Present
- Translated business requirements for Fortune 500 client's Salesforce CRM implementation used by clients 3500 sales reps into 140 user stories as an IT analyst on international development team
- Completed 3 feature releases over 8 months following Agile principles, led product demonstrations to client, and individually reviewed 300 test cases, resulting in account revenue increasing by 15%
- Reduced average call-time of state government public assistance program help center by 64% in 3 months through implementing new comprehensive training materials and onboarding for new employees
- Developed web applications within Accenture internal rapid development team of software engineers, product managers, and designers following agile and XP programming principles

Project Manager Intern, *Telenav*   Jan. 2020 – June 2020
- Developed spell-checking API with 80% accuracy and sub-200ms performance with 3 graduate students for senior electrical engineering capstone
- Wrote Python scripts to pre-process open-sourced Open Address dataset of American street addresses, improving baseline model by 14%
- Designed wireframes for final demonstration of spell-checking API using Figma and developed web application to showcase spell-checking API using React

Project Manager, *Rho Consulting*   Sept. 2019 – Dec. 2019
- Led team of 3 consultants in improving website user experience and updating database fundraising system for Seattle nonprofit organization
- Conducted 9 usability tests and user interviews using multiple nonprofit website designs, identifying successful design trends and target persona
- Created mockup designs for new client website using Figma, identifying areas of improvement of current website design and providing recommendations for new website builder
- Researched fundraising database systems based on client's technical capabilities and needs

Software Development Engineer Intern, *Accenture*   June 2019 – Aug. 2019
- Increased account revenue by $400,000 through synthesizing customer data from multiple legacy systems and persuading business stakeholders to invest in new project
- Developed automated emails sent to customers within Salesforce Marketing Cloud using HTML and AMPscript
- Presented proposal of new data implementation project using Tableau to entire Digital Marketing department of 75 employees, influencing client to support new project

Projects

- **RoShamBo Online Tournament Application:** Built web application to host virtual rock-paper-scissors tournament for 10,350+ participants. Designed architecture using AWS Serverless. Developed frontend components in React
- **Housing Prices Prediction Model:** Developed ML model to predict future housing prices in Iowa using open-sourced housing market data with 3 technology consulting analysts at Accenture. Received 1st place in data analytics competition

Skills & Technologies

- Java, Golang, Python, SQL, HTML, CSS, JavaScript, React, AWS, Tableau, Salesforce, Figma, Webflow
- Agile Program Management, Client/Stakeholder Relationship Management, Data Visualization, CRM Systems, Requirement Analysis and Definition, Technical Writing