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Tiffany Trinh

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EDUCATION

Massachusetts Institute of Technology (MIT) | *B.S. in Electrical Engineering & Computer Science* **May 2022**
- Minor in Comparative Media Studies   *Cambridge, MA*
- Relevant coursework: Software Construction, Software Studio, Artificial Intelligence, Computer Systems Engineering, Web Programming, Algorithms, Game Design, Learning Games, UI, Visual Design

WORK EXPERIENCE

Datadog   *New York, NY*
Software Engineer II   **Mar 2024-Present**
- Promoted to SE II in recognition of significant contributions to the App Builder team and product and wider Datadog culture.

Software Engineer I   **Aug 2022-Mar 2024**
- Spearheaded critical improvements to the App Builder product, including list page pagination, improved permission handling, and core API migration and cutover to a new internal service.
- Facilitated cross-team collaboration to deliver new features for both App Builder and Workflows products within constrained timelines in time for App Builder's private beta launch at AWS re:Invent.
- Initiated and led improvements in on-call, onboarding, and operational documentation, processes, and systems, significantly improving system reliability and team operational effectiveness.

Intuit   *Remote*
Software Engineer (SWE) Intern   **May-Aug 2021**
- Created iOS assets using Swift for Native Player to improve users' experience with Turbotax.
- Developed automated testing for TurboTax Android App utilizing Kotlin to refine DevOps pipeline.

Amazon Web Services (AWS)   *Remote*
Software Development Engineer (SDE) Intern   **May-Aug 2020**
- Developed continuous automated testing pipelines using Java, which will be used internally to improve the efficiency of all other services under AWS.
- Utilized and integrated various services: Step Functions, Lambda, S3, DynamoDB, and CloudWatch.

Carnegie Mellon University Human-Computer Interaction Institute (HCII)   *Pittsburgh, PA*
Research Assistant   **May-Aug 2019**
- Refined user interfaces using C#, HTML, and Javascript to improve participants' cybersecurity attitudes and behaviors.
- Incorporated social influence features into a Unity game to highlight the importance of cybersecurity.

SKILLS

Programming Languages: Golang, SQL, Java, Python, JavaScript, Kotlin, Swift, MATLAB
Tools & Frameworks: PostgreSQL, TypeScript, AWS, Git, Jira, Docker, Agile/Scrum, Kubernetes, Datadog
Technical Skills: REST APIs, Back-end Web Development, DevOps, JSON:API, Databases, Testing
Interpersonal Skills: Collaboration, Diplomacy, Empathy, Flexibility, Respect