

VIVIAN TRAN

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EDUCATION

The University of Texas at Austin

August 2023 – May 2027

Bachelor of Business Administration, Management Information Systems
Elements of Computing Certification and Business Analytics Minor

GPA: 3.7491

Current Relevant Coursework: Elements of Software Engineering I & II, Gen AI in Business, Fundamentals of Health IT, Machine Learning/AI, Elements of Software Design, Database Management, Web Application Development

TECHNICAL SKILLS

Languages: Python, Java, SQL, R Script

Tools: Git, Azure Data Studio, Azure Data Factory, Azure DevOps, Azure Storage, React, Docker, Postman, Bruno, Langflow, Azure Databricks, Windsurf/Codium

EXPERIENCE

PROS, Inc. – Software Engineer Intern II; Houston, Texas

June 2025 – August 2025

- Engineered AI Agent chatbot with pipeline integration and UI chat service using Langflow for real-time customer error resolution
- Led company hosted team hackathon initiative by identifying pain points and developed AI-powered support solution
- Transformed complex validation errors into actionable insights through AI Agent deployment using a chat interface
- Pioneered AI Agent solution deployment independently, integrating cutting-edge technology into existing team infrastructure

PROS, Inc. – Software Engineer Intern; Houston, Texas

June 2024 – August 2024

- Repaired production bug that prevented PROSai Gen IV Science from succeeding, reducing 12-72 hours from program operations
- Enhanced a task to correctly log invalid data resulting in quicker troubleshooting for training failures due to data conditions
- Implemented integration tests including BDDs and worked with QEs to document end-to-end testing, preventing possible bugs
- Worked with a B2B development team including attending daily Scrum Sprint/Jira tracking, increasing team efficiency by 15%
- Utilized Azure Software Tools to identify, reproduce, and repair bugs and enhancements, increasing customer satisfaction by 5%

Happy Lemon Cypress – Shift Leader; Cypress, Texas

June 2021 – August 2023

- Aided in kick-starting a franchise by managing and mentoring 20+ new employees while being responsible for safety training
- Evaluated employee knowledge and skills regularly and aided individuals in need of additional training and learning

PERSONAL PROJECTS

Dropwizard Conversion Maven Build to Gradle Build

June 2024

- Created a Maven build through Dropwizard to then convert it to a Gradle build by configuring and creating files and building Jars
- Created a shadow JAR to package the application, ensuring the Gradle build ran smoothly and reliably in a local environment

ACTIVITIES

Society of Asian Scientists and Engineers – Internal Officer Intern

September 2024 – Present

- Assisting in planning and organizing events, gaining leadership experience by overseeing various aspects of event planning
- Enhancing collaboration skills by working closely with team members and contributing to a stronger team dynamic by 20%
- Playing an active role in coordinating logistics, scheduling, and communication for events to ensure smoother execution

Asian Business Student Association – Active Member

August 2023 – May 2025

- Strengthen my connections with over four Fortune 500 companies professionals by attending biweekly meetings
- Increase my knowledge of business operations and corporations through monthly professional development meetings

ADDITIONAL INFORMATION

Languages: Proficiency in Vietnamese, basic knowledge of Spanish and Korean

Interests: Instruments, reading, writing, singing, skating

Skills: Quick learner, proficient social skills, socially perceptive, organizational skills

Work Eligibility: Eligible to work in the U.S. with no restriction

BLOG

<https://medium.com/@vivian-tran-vt/the-summer-i-was-a-returning-swe-intern-167859294b00>