

# Vu-Quang “Bi” Nguyen

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LinkedIn: [www.linkedin.com/in/vuquangnguyen1](https://www.linkedin.com/in/vuquangnguyen1) | Online portfolio: [www.codenguyen.com](http://www.codenguyen.com) |

Github: [www.github.com/vnn8248](https://www.github.com/vnn8248)

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I am an experienced business analyst and a self-taught web application developer. Seasoned with 6 years of using end-to-end agile processes, and a web design and development business of my own, I understand the full life-cycle of software development and can truly relate to all parties involved - from end users, UX/UI designers, and product managers, to Scrum teams, QA analysts, and DevOps engineers. I am committed to making a switch into a full-time entry level or apprenticeship dev role.

## Experience

February 2020 - present

Web Designer and Developer, Sole proprietor, Code Nguyen LLC - Raleigh, NC

- Builds custom online business portfolios and blogs for local small businesses.
- Handles all marketing inquiries, design collaborations, development, deployment, and maintenance.
- Design tools used: **Adobe XD, Adobe Illustrator, Figma.**
- Front-end technologies and frameworks: **HTML, CSS, Sass, Less, JavaScript, JQuery, React.JS, Next.JS.**
- Back-end technologies and frameworks: **Node.JS, Express.JS, MongoDB, Mongoose.JS, Robo3T, MySQL, MySQL Workbench**
- Back-end content management systems (CMS): **Strapi.io, Craft CMS, Ghost CMS, Squarespace developer mode, Wordpress, Postman**
- Deployment and online hosting services: **Heroku, MongoDB Atlas, mLab**
- Code management: **NPM, Git Bash (Windows), Hyper terminal, Github, VS Code, Atom**

March 2019 - January 2020

Product Owner, American Express - Sunrise, FL

- Owner of the central mainframe database for customer acquisitions that supported 3 application channels and integrated with 10+ downstream systems.
- Supported and prioritized work for 25 domestic and international markets.
- Collaborated and planned work with 2 scrum teams for 5-8 members each that consisted of onshore and offshore resources.
- Operated in SAFe Agile methodology. Conducted demos for deliverable work and presented program increment plans for committed future work on a quarterly basis.

June 2018 - December 2018

Business Analyst, Bankers Healthcare Group - Davie, FL

- Collaborated with 8 internal business teams to integrate 8 different systems to the new financial transaction system.
- Conducted UATs, training sessions, and performed demos for 20-30 end users across 5 departments.

August 2015 - January 2018

Business Analyst, Connecture - Durham, NC

- Assisted in the delivery of 2018 Aetna Medicare enrollment platform that processed 60,000+ applications during the open enrollment.
- Subject matter expert and product owner of 1000+ data configurations to maintain the integration between Salesforce and an internal data warehouse.
- Subject matter expert and product owner of 50+ compliance documents for the Blue Cross Blue Shield NC 2017 Small Group refresh project.

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August 2013 – August 2015

Product Analyst, Ipreo - Raleigh, NC

- Supported 8 successful production releases for 2 products.
- Created and standardized a production support process within the first 6 months of employment that closed 200+ outstanding support tickets in 3 months turnaround.
- Wrote a client facing 40+ page user guide for an event management platform.

## Skills

- Intermediate level with front end technologies and frameworks: **HTML5, CSS, JavaScript, JQuery, React.JS, Next.JS, Sass, Less, Bootstrap, Material UI**
- Intermediate level with back end technologies and frameworks: **Node.JS, Express.JS, Mongoose.JS.**
- Experience working with databases and server hosting such as **MongoDB Atlas** and **Heroku.**
- Intermediate level knowledge with dev tools such as **VS Code, Atom, Git, Hyper terminal Github, NPM.**
- Intermediate level of testing experience with **Postman, Robo 3T, and REST APIs.**
- Proficient with project management tools such as **Microsoft Suite, Google Suite, JIRA, Confluence, CA Agile Central Software, Trello.**

## Education

August 2009 – May 2013

- Bachelor of Science, Business Administration, University of North Carolina Wilmington

## Community Service

September 2020 – Present

Technical Consultant, Step Up Durham (501c3 non-profit)

- Assisted with the migration, set up, and testing of Twilio (group SMS service) with Salesforce integration.
- Member of data analytics team to calculate key performance metrics (average cost per participant and return on investment).

## Myers-Briggs Personality Type

- INFJ-A