Chung Nguyen

Front End Software Engineer in Lisbon, Portugal
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Professional History

PepsiCo
Front End Developer (10/2019 - present; contract since 3/2021)
- Created reusable React component library with TypeScript, Storybook, Jest, and NPM
- Wrote components and unit tests to launch a direct-to-consumer eCommerce shop in 30 days: PantryShop.com
- Built new multi-tenant features on Next.js projects (with GraphQL)

Bill.com
Senior Software Engineer (8/2019 - 10/2019)
- Worked closely with PM and UX designer to build new bulk payment flow with a focus on feature parity and performant, cohesive experience for users

Software Engineer II (7/2018 - 7/2019)
- Wrote feature code and improved framework infrastructure (e.g., connected Angular codebase with NodeJS GraphQL server via Apollo Client; optimized on ag-Grid components to decrease page load time; built new pages, flows, and features)
- Provided technical feedback on product direction with a balance for technical cost (in terms of development time and maintenance) and user delight
- Onboarded new engineering hires, reviewed merge requests, and shared coding style best practices across teams

Software Engineer (2/2017 - 7/2018)
- Fixed bugs and implemented features on backend Java app as well as front end Angular app
- Managed workload in Agile Scrum development cycle

UserTesting
Customer Operations Manager (5/2015 - 9/2016)
- Created content and processes to onboard, train, and support new customers
- Streamlined engagement via email marketing automation and a knowledge base to help improve customer retention and renewal rates

Client Success Manager (9/2013 - 5/2015)
- Oversaw a portfolio of 30-50 mid-market accounts from training to renewal
- Coordinated usability research projects from ideation to completion

Moderated Testing Coordinator (4/2013 - 9/2013)
- Headed the implementation of moderated usability studies, managing logistics including recruitment, scheduling, and moderation remotely

* Comprehensive professional history back to 2001 available at https://linkedin.com/in/chungtnguyen

Education

- Hackbright Academy - Software Engineering Fellowship (12/2016)
- UC Berkeley - Bachelor of Arts, English (5/2003)

Skills

- JavaScript, React, TypeScript, Python, HTML, CSS, GraphQL, Angular 2+