

# Jackie Nguyen

Software Engineer | Fullstack Engineer | New York, New York | [trangn2130@gmail.com](mailto:trangn2130@gmail.com)  
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Results-driven Software Engineer prioritizing seamless user experiences and contributing to business endpoint revenue. Proven track record of delivering high-quality solutions through effective communication in collaborative environments.

## SKILLS

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- **Languages:** JavaScript, Python, Java, SQL, CSS
- **Frameworks:** React, Python/Flask, Spring Boots, Node.js, OAuth, Mocha, Jest
- **Database:** PostgreSQL, MySQL, GCP Firebase/Firestore
- **Cloud Engineering:** Google Cloud Platform (Cloud Functions), Amazon Web Services (EC2, RDS, S3), Git/Github, Terraform, CI/CD Pipeline, Docker

## EXPERIENCES

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### Morphbots - Robotics Edtech

Feb 2024 - Now

#### Software Engineer - New York, NY

- Contribute to robust and scalable applications using **JavaScript, Python Raspberry Pi** to control robots remotely, showcasing expertise in object-oriented programming. Leverage **API development** skills to create interfaces for seamless integration with external systems and services
- Apply **Linux and AWS** services for deployment and management, illustrating proficiency in cloud computing.
- Write comprehensive **documentation** for codebases and projects for future development and maintenance, while maintaining safe and secure coding practice for sensitive information.
- Implement industry-standard software development practices, following **Agile, Scrum, and Kanban methodologies** to enhance project collaboration. Adhere to version control practices, utilizing tools like Git to manage code repositories.
- Engage in **debugging and software testing processes**, engaged systematic approaches to identify and resolve issues promptly. Highlight expertise in database management for efficient data storage and retrieval mechanisms.

### Tickety - Ticket Management Application

Aug 2023 - Feb 2024

#### Software Engineer - Contractor - New York, NY

- Operate a MySQL database and establish relationships (tickets and engineers) for streamlined data management.
- Build a comprehensive view of the dashboard with real-time status updates, integrating strategic planning to prioritize features and functionalities. Enable users to prioritize actions based on ticket urgency using React, React Query.
- Review code, incorporating analytical skills to identify and rectify potential issues quickly. Maintain secured web servers using encryption through HTTPS. Follow the GitHub workflow to maintain a clean and collaborative codebase, emphasizing communication and teamwork.

### K Logistics

Mar 2022 - Aug 2023

#### Technical Support - East Rutherford, NJ

- Delivered comprehensive technical support, consistently resolved 30% of cases on a daily basis. Effectively addressed technical issues for a daily workload of 50 containers daily.
- Employed data analysis techniques to identify trends and potential areas for improvement, illustrating proficiency in data analysis and strategic planning. Leveraged analytical skills to assess and address technical challenges on time, ensuring minimal disruption to operations.
- Demonstrated budgeting skills by efficiently allocating resources for maintenance tasks and upgrades, contributing to cost-effective operations.
- Maintained open communication with team members and stakeholders, encouraging collaboration and teamwork.

## TECHNICAL PROJECTS

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**Geek Hunt** | [github.com/Eevee-Elites-Capstone/GeekHunt](https://github.com/Eevee-Elites-Capstone/GeekHunt) | [geek-hunt.web.app](https://geek-hunt.web.app) | Role: Software Engineer

- Constructed backend logics, controller endpoints, and users' authentication using **React Hooks** and **Firebase**
- Utilized **Google Cloud Platform** for built-in collaborative functionalities (**Chat, Comments, Project Contribution**)
- Implemented **Google API** to update users' locations, and sync Google calendar with the app
- Maintained a private and secure server using **OAuth 2.0, Firebase Authentication**, and global variables

**Divulge** | [github.com/post-fsa-dream-team/divulge](https://github.com/post-fsa-dream-team/divulge) | Role: Backend Engineer

- Generated back-end programming utilizing Javascript/Jquery, CSS and **PostgreSQL** frameworks
- Built a **RESTful APIs** that served data to the Javascript front-end based on dynamically chosen user inputs
- Reviewed code, conducted unit testings and integrated secured authentication using Node.js
- Collaborated with an Agile team of engineers and a Product Manager, participating in SCRUM processes

## EDUCATION

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### Fullstack Academy

Software Engineering

Relevant Coursework: Application Security, Object-Oriented Programming, Data Structures & Algorithms, Web Programming

### Royal Melbourne Institute of Technology

Bachelor of Information Technology