VICTOR NGUYEN

Software Engineer III

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Portfolio/CV Site: https://www.victornguyen.tech | GitHub: https://github.com/hotnsoursoup
Education: University of North Carolina at Charlotte, BSBA - Management Information Systems, Cum Laude 2015

Summary:

Not your average "self-starter". Solving production issues with unfamiliar applications, systems, or infrastructure is well within my comfort zone. Currently managing a team of engineers supporting an API I built from scratch, alongside maintaining and enhancing several advisor portals. Administrative experience with cloud technologies and infrastructure including Azure, O365, Web/Windows Servers, and Databases/DataMart. Looking for my next challenge.

Languages & Development

Python, PowerShell, SQL, JavaScript/Angular/NodeJs (Intermediate)
REST API Development (Flask, FastApi), SOAP, Git, Testing Automation, Docker/Docker-Compose, CI/CD

Cloud & Infrastructure

Azure - (Azure SQL, Data Factory, App Insights, Web Apps, AKS), Apache, WSGI (Gunicorn, Waitress, mod-wsgi), Monitoring (Splunk, SCOM), Infrastructure Automation (PowerShell), O365 (SharePoint, PowerApps, Power Automate, Data Gateways), Change Management (ServiceNow)

Data & Analytics

Data Modeling, Data Engineering/ETL, Business Intelligence (Tableau / PowerBI), Web Analytics (Google Analytics, Piwik, SquaredUp), Tag Management (GTM), Web Mailer Analytics (Poppulo)

Experience

Lead Manager -> Software Engineer III, Digital Solutions
Equitable, 07/2021 – Current

- Lead a team of engineers to support IR, GR, and Life web portals (Angular) and backend (Python) API.
- Championed and led the effort to implement containerization and enhance testing automation, resulting in a significant reduction in build times, bugs, and deployment issues.
- Manage end-to-end business intelligence solutions, including data modeling, collection, ETL processes, integration, and visualization.

Data Management Consultant
T3 Data Communications, 01/2021 – 05/2021

- Transformed primitive and manual data input, collection, and reporting in on-prem systems into efficient, automated processes hosted in Azure.
- Increased business visibility by designing BI solutions that tracked operational metrics related to projects, issue tracking, and inventory.

Systems Analyst -> Senior Systems Analyst
Teachers Insurance and Annuity Association (TIAA), 04/2016 – 11/2020

- Oversaw application development processes, including requirements gathering, security reviews (CISO), infrastructure assessments, change management, and deployment.
- Delivered two Lean Six Sigma Green Belt projects, reducing work intake processing time by over 250 hours monthly for a 400+ employee business unit.
- Served as Product Owner and technical lead for critical, data-driven applications such as Google Analytics, Splunk, Poppulo, SharePoint, and key BI Dashboards (Tableau).
- Lead various cloud technology assessments / POCs that included evaluation, testing, onboarding, and training.

Additional Experience - Geek Squad Senior / Pinellas Computers / Owner @ Sigma Computers (2007 – 2012)