

# Nessa Nguyen

Full-stack Software Engineer

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## TECHNOLOGIES

**Backend** Typescript, NodeJS, Python / Flask, Ruby / Rails, PostgreSQL / ElasticSearch

**Frontend** ReactJS, AngularJS, EmberJS, SASS

**Tools** git, bash, Docker, Datadog, PagerDuty, AWS

## EXPERIENCE

### SENIOR SOFTWARE ENGINEER / BETTER MORTGAGE

New York, NY / Nov 2019 - April 2022

- Designed, built and maintained the Tickets microservice for tracking and resolving customer issues, ~500 daily users (NodeJS, PostgreSQL, TypeORM)
- Monitored service error rate and performance, triaged/debugged production issues and coordinated incident responses, e.g. rollback, hot fix (Datadog, PagerDuty, BuildKite)
- Implemented and maintained features for the Tickets UIs (React, legacy Ember)
- Tackled technical debt and improved productivity through Typescript refactoring, speeding up Docker builds, improved speed of staff member endpoints by reducing response size 70%
- Promoted a high level of code standards through writing unit/integration tests, reviewing PRs, improving linting tools (e.g. ESLint Github action), and writing technical documentation

### LEAD ENGINEER / NARRATIV

New York, NY / April 2018 - Oct 2019

- Architected and implemented Publisher Dashboard and Cart Explorer, which aggregated real-time stats about most popular articles, links and products (Python/Flask, Snowflake, PostgreSQL, ElasticSearch)
- Organized and oversaw workflow of four ICs, developing new features while paring down tech debt
- Spearheaded the redesign/migration of the admin dashboard from Angular to React

### SOFTWARE ENGINEER / NARRATIV

New York, NY / Aug 2016 - April 2018

- Updated stats aggregation/calculation in admin dashboard endpoints (Python, Flask)
- Built Javascript tags and widgets that run real-time auctions and collect user stats on publishers' and merchants' websites (Javascript ES6, NodeJS)
- Raised the bar for code quality through PR reviews, refactors, automated tests, and documentation

### SOFTWARE ENGINEER / SPORTSROCKET

New York, NY / June 2015 - Aug 2016

- Built and maintained the service-oriented Sportsrocket API and its queue-based processes (SNS, SQS)
- Contributed to Rails microservices which handled user authentication, payments and geogating
- Implemented analytics pipeline which processed 800k+ daily events (Redshift, AWS Lambda/Kinesis)
- Added features for the admin video CMS, e.g. download/sync videos to YouTube, Twitter (Angular 1x)

### JUNIOR SOFTWARE ENGINEER / WAYWIRE

New York, NY / Sept 2014 - May 2015

Built and improved Waywire.com video discovery page and its admin video CMS (Javascript, Angular)

## EDUCATION

CALIFORNIA LUTHERAN UNIVERSITY '12

GENERAL ASSEMBLY / April - July 2014

B.A. Marketing Communications | Magna Cum Laude

Web Development Immersive

## ACTIVITIES

The Knowledge House

Volunteer tutor / 2020-Present

CodeNow.org

Volunteer instructor / Sept 2017/May 2018