Nessa Nguyen

Full-stack Software Engineer

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TECHNOLOGIES

Backend   Typescript, NodeJS/NestJS**,** Ruby/Rails, GraphQL, Python, PostgreSQL, Snowflake
Frontend   ReactJS, EmberJS, AngularJS, SASS
Tools   git, bash, Docker, Datadog

EXPERIENCE

SENIOR SOFTWARE ENGINEER / THIRTY MADISON   New York, NY / Aug 2022 - Current
• **Developed and scaled** the fulfillment-service (NestJS) to process **~2,000 orders daily**; architect fault-tolerant, asynchronous workflows using RabbitMQ, Kafka, and RabbitMQ job runner to enable reliable microservice communication.
• **Modernized legacy Ruby on Rails monolith**, utilizing acts-as-state-machine transitions and ActiveAdmin for business-critical workflows.
• **Replatformed NuRx cash-pay order fulfillment frontend** in EmberJS, uniting NuRx pharmacy operations under Thirty Madison technology stack.
• **Drove engineering excellence** by advocating for robust code quality, implementing automated unit tests**,** and end-to-end tests with QAWolf, and mentoring teammates on testing best practices.
• **Implemented and fine-tuned DataDog metrics and monitors** to track performance and alert incidents. Jump onto incidents and write post-mortems to prevent future incidents.

SENIOR SOFTWARE ENGINEER / BETTER MORTGAGE   New York, NY / Nov 2019 - April 2022
• **Led the design, development and maintenance of** the Tickets microservice to track and resolve customer issues, supporting ~500 daily users using NodeJS, PostgreSQL, and TypeORM.
• **Improved system reliability and performance** by monitoring error rates and triaging production incidents; orchestrated incident responses including rollbacks and hotfixes using Datadog, PagerDuty, and BuildKite.
• **Reduced staff member endpoint response size by 70%**, refactored legacy code to TypeScript, and optimized Docker builds - significantly accelerating developer workflows and reducing technical debt.
• **Championed engineering excellence** by enforcing code quality through PR reviews, unit/integration testing, ESLint automation (GitHub Actions), and comprehensive technical documentation.

SOFTWARE ENGINEER / NARRATIV   New York, NY / August 2016 - Oct 2019
• **Architected and delivered** the **Publisher Dashboard** and **Cart Explorer**, aggregating real-time engagement and commerce stats using Python (Flask), Snowflake, PostgreSQL, and Elasticsearch.
• **Served as team lead for four engineers**, balancing feature development with tech debt reduction to ensure high-velocity, sustainable product delivery.
• **Spearheaded migration** of the legacy admin dashboard from **Angular to React**, improving UX performance and long-term maintainability.
• **Developed high-performance JavaScript tags and widgets** to support real-time auctions and user analytics across publisher and merchant websites (ES6, Node.js).
• **Raised the bar for engineering standards** by enforcing code quality through PR reviews, automated testing, strategic refactoring, and robust documentation.

SOFTWARE ENGINEER / SPORTSROCKET   New York, NY / June 2015 - Aug 2016

• **Built and maintained the Sportsrocket API** and its queue-based workflows using AWS SNS and SQS, enabling real-time video processing.
• **Contributed to Ruby on Rails microservices** for critical functions such as user authentication, payment processing, and geo-gating.
• **Implemented an analytics pipeline** to process over **800,000 daily events** using AWS Lambda, Kinesis, and Redshift, enabling data-driven insights.
• **Enhanced the HTML5 video player and Angular CMS** by adding features such as syncing videos to YouTube and Twitter APIs.

JUNIOR SOFTWARE ENGINEER / WAYWIRE   New York, NY / Sept 2014 - May 2015

Built and improved the **Waywire.com** admin CMS and video discovery experience and using JavaScript and AngularJS.

EDUCATION

CALIFORNIA LUTHERAN UNIVERSITY '12   B.A. Marketing Communications | Magna Cum Laude
GENERAL ASSEMBLY / April - July 2014   Web Development Immersive

ACTIVITIES

The Knowledge House   Volunteer tutor / 2020-2021
CodeNow.org   Volunteer instructor / Sept 2017/May 2018