Seattle, WA

James Nguyen

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Employment

Software Development Engineer **Amazon** **July 2019 - Present**

- Worked on Amazon Digital Goods platform for ordering, fulfillments and device capabilities services. This platform is used to support many businesses across Amazon including Alexa, Appstore, Ring and Luna.
  - Developed an API to keep track of orders and subscriptions lifecycles as it moves through our pipelines.
  - Used AWS Lambdas to create a full end to end disaster recovery solution for our databases that would allow for on-call engineers to recover.
  - Developed new functionalities within APIs to support bundling of digital goods for Disney-Amazon partnerships
  - Designed architecture for load test generation in order to simulate high loads of traffic.
  - Developed integrations with customers such as Alexa and Ring in order to support monetization of new product lines.
- Spearheaded initiatives for operational excellence improvements such as re-architecting AWS resources to support continual increase in traffic and to support horizontal scaling.
- Led team's scaling initiative to ensure smooth Q4 peak traffic.
  - Involved horizontally scaling up 15+ back-end services
  - Traffic projections analysis
  - Coordinating with upstream and downstream dependencies
  - Onboard services to throttling based libraries, ran artificial load test generators

Software Developer **Epic Systems** **Aug 2018 - June 2019**

- Worked on Epic's ASAP module for emergency departments.
- Created an extension that was responsible for automatically sending notifications to users, based on customizable triggered events.
- Created a reusable web component that enables physicians to track and modify previous shift information.

Software Engineer II **Phreesia** **June 2017 - July 2018**

- Built a financial reconciliation tool using C# that would allow health care practices to determine whether payments were processed by Phreesia's external payment processing system and to identify discrepancies. This saved clients several hours per day of manual verification.
- Developed and deployed back-end web api using internal micro services framework across multiple environments that are used to power the financial reconciliation tool with Redis, MongoDB and C#.
- Worked on an integration platform to communicate and build data pipelines to partner companies. The platform was responsible for standardization of data across multiple vendors that Phreesia had partnered up with.

Education

Windsor, Ontario **University of Windsor** **2014 - 2017**

- B.S. in Computer Science, May 2017. GPA: 4.0
- Undergraduate Courses: Algorithms; Data Structures; Web Development; Operating System; Databases; Computer Architecture; Systems Programming; Statistics; Machine Learning.
- Graduated with Distinction on the Dean's List.
- Competed in regional International Collegiate Programming Contest.

Technical Projects

Social Network. Web based platform built with Ruby on Rails, JavaScript, and PostgreSQL that allows users to create posts, upload images and follow other users. Utilized AWS S3 to host images and deployed servers in Heroku.

Gaming League. Web based application built with Ruby on Rails that integrates with Steam API for OAuth 2 authentication. Allows users to create game, record statistics, and ranks users based on performance. Implemented Microsoft's TrueSkill matchmaking algorithm.

Image Classifier. Command-line based project that utilizes TensorFlow framework to classify pictures of handwritten images. Able to reach a 99.4% accuracy rate on a 10k testing sample.

Languages and Technologies

- C#; Java; JavaScript
- SQL, HTML, CSS
- AWS