

# KHOA NGUYEN

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## PROFESSIONAL EXPERIENCE

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### INTUIT, INC.

2022 – PRESENT

#### SENIOR SOFTWARE ENGINEER

SAN DIEGO, CA

- Successfully implemented custom autoscaling to 13 clusters handling 3.4 billion weekly events in total. However, I found a more cost-effective solution by performance tuning Spark using data-driven methodologies.
- Reduced 3-4 pagers a day to an average of 0 pagers by improving error detection capabilities and Spark performance.
- Improved cluster performance by 300% by optimizing resource allocation and identifying inefficient algorithms. Reduced consumer lag by 200x while reducing cost by 30% implementing a more efficient data processing pipeline.
- Played a key role in the successful completion of a challenging migration project that had been previously canceled due to difficulties. Contributed to the project's success by identifying and resolving critical issues, collaborating with team members, and ensuring timely delivery.
- **Tools:** AWS, Kubernetes, Apache Spark, SQL, Postgres, Oracle, Jenkins, Splunk, Python

### ORANGE COUNTY GOVERNMENT

2018 – 2022

#### SOFTWARE ENGINEER

ORANGE COUNTY, CA

- Architect, develop, and maintain multi-tenant applications to improve operational efficiency for multiple agencies
- Converted legacy applications to streamline functionality and modernize the tech stack
- Developed multiple internal financial and workflow applications, public-facing applications, and internal reports
- Collaborate with team members on technical projects -- ensuring optimal communication and delivery
- **Tools:** C#, .NET Core, MVC, SQL Server, JavaScript, SSRS, Telerik, Oracle, Azure, TFS

### EXEMPLIS, LLC

2016 – 2018

#### SOFTWARE ENGINEER

CYPRESS, CA

- Developed applications and reports that optimized the manufacturing process by delivering key metrics and data-driven insights to senior leadership and field personnel
- Converted legacy applications and reports
- Created data migration procedures from legacy ERP to Dynamics AX to ensure a streamlined transition
- Developed inventory tracking, orders completion tracker, data migration, shipping management software, manufacturing progress tracking software, and customer portal
- **Tools:** C#, .NET, MVC, SQL Server, JavaScript, Crystal Reports, Microsoft Dynamics X++, DevExpress

### HOURLX INTERACTIVE

2014 – 2016

#### SOFTWARE ENGINEER

IRVINE, CA

- Designed and developed in-flight entertainment systems for airlines which included games, videos, and music features
- Streamlined the shipping processes by 80% through leveraging integrations -- fulfillment improved from 3 days to a few hours
- Collaborated in group and individual settings to ensure timely and optimal project delivery
- **Tools:** C#, .NET, MVC, SQL Server, JavaScript, ShipStation, Shopify, Amazon, eBay, AdWords, SEO

## EDUCATION

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### California State University, Fullerton

**Bachelor's:** Management Information Systems

## SKILLS, OTHER TECH & INTERESTS

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- **Skills:** Mentoring, cross-functional collaboration, application architect, unit testing & test driven development, AWS, Spark, PostgreSQL, blockchain development, user experience, agile methodologies, web
- **Interests:** Yoga, piano, sustainability, nutrition