Jefferson Nguyen

jeffnnguyen49@gmail.com • Annandale, VA 22003 • (571) 422-9021
mason.gmu.edu/~jnguye62/Resume • linkedin.com/in/jnguye62

OBJECTIVE

Open-minded, hardworking individual who is eager to apply his studies to real world situations.
Unafraid to explore new experiences and use every opportunity to learn in order to improve himself.

EDUCATION

George Mason University **Fairfax, VA**
B.S. Information Technology (Database Technology & Programming concentration) **Spring, 2023**
GPA: 3.95
Relevant Coursework:

Web Development I & II	JS Fundamentals, ReactJS, DOM Manipulation, Bootstrap HTML & CSS, jQuery, Dynamic Content using AJAX, Spry, & XML
Object-Oriented Programming	Data Structures and Algorithms, Exception Handling, Software Development Life Cycle
Database Administration	Oracle Performance Tuning, Disaster Recovery, Database Life Cycle, Normalization
Applied IT Programming	PHP Scripting, Control/Decision Structures, XHTML, XML
Mobile Development	iOS app development, Swift and Xcode, Model-View-Controller (MVC) architecture

TECHNICAL SKILLS

- **Programming:** Python, Java, JavaScript, JSON, PL/SQL, HTML, CSS, PHP, Windows Command Line
- **Network / Systems Administration:** Active Directory, Hyper-V VM Manager, DHCP, TCP/IP, Subnetting, Cisco CLI
- **Software:** SQL*Plus, Packet Tracer, Windows Server 2019, Microsoft Office Suite

WORK EXPERIENCE

DATABASE DEVELOPER ASSOCIATE INTERN **40 hours/week – Remote**
General Dynamics Information Technology (GDIT) *June 2022 – May 2023*

- **Piloted a research effort with project managers and clients** that explored automation solutions for manual business processes.
- **Optimized reporting processes with automation**, reducing the amount of manual work required by 80%.
- Improved application 508 compliance by **identifying and documenting issues** related to the front-end of critical applications.
- **Leveraged PL/SQL and Oracle to automate monitoring processes** such as daily database health reports, active user reports, and email alerts in the event of a failure.

INFORMATION TECHNOLOGY SPECIALIST **24 hours/week – Arlington, VA**
Bishop O'Connell High School *December 2020 – May 2022*

- **Provided Tier 1 IT support to employees and students** hospitably and efficiently, creating a customer-oriented environment that offers satisfactory service.
- **Served as a crucial member of the IT department.** Installed, configured and troubleshooted servers, firewalls, network switches, access points, printers, and workstations.
- Created and documented **long-term quality solutions** to any network problems encountered, decreasing time needed to troubleshoot future issues by **more than 75%**.
- **Administered and operated the ticketing system,** working on support requests on a day-to-day basis.
- **Managed school's inventory of software and hardware assets** available for end users.

PROJECTS

SCHOOL OFF CALCULATOR *October 2021*

- Python application that uses OpenWeatherMap API to create an app that will calculate the chances of not having school the next day.
- The app takes historical school closures and the next day's weather into account to make a prediction.

AMAZON DISCORD BOT *November 2021*

- Created a Discord bot that allows users to shop on amazon right from the Discord text channel.
- The bot scrapes *amazon.com* and responds to query requests via a Discord bot API.