Christopher Nguyen

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Technical Program Manager with experience leading projects for Microsoft, IBM, NASA, and K-12 schools.

EDUCATION

UNIVERSITY OF HAWAII AT MANOA   **FALL 2014 - SPRING 2018**

B.A. Computer Science | Minor in Business Administration   GPA: 3.75 / 4.00

PROGRAMMING: JavaScript • Java • HTML • CSS • C++ • Python

TOOLS & LIBRARIES: Node.js • Express • React • MySQL • Git • Kubernetes • Amazon Web Services (AWS)

EXPERIENCE

MICROSOFT | PROGRAM MANAGER 2

Agile Project Management   May 2021 - Present

- **Plan, drive, and architect requirements** for current and next generation developer experiences.
- **Design feature flows and UI wireframes** for new feature requirements and product specifications.
- **Validate and improve experiences** over time using a **data-driven approach with measurement and experimentation** .

IBM | SOFTWARE DEVELOPER

Agile Project Management, JavaScript, Node.js, React   September 2018 - April 2021

- **Collaborated cross-functionally with QA, Design, and Product Managers to get features through the software project lifecycle** (build, test, and release) for Watson Studio (IBM's flagship data science platform).
- **Globalized Watson Studio UI across 15+ languages for Private Cloud and Public Cloud offerings;**
  Led code refactor, tracked g11n and linguistic defects reported globally, and escalated critical globalization defects.
- **Ensured security compliance in 3 Cloud Services;** Conducted vulnerability scans, risk assessments, issue triage, and fixes.
- **Achieved 94% WCAG 2.0 AA Accessibility Compliance;** Ensured web content is accessible to people with disabilities.
- **Saved 100+ hours of manual testing** by automating all API and UI tests; Integrated Pager Duty to alert DevOps responders.

NASA | SOFTWARE ENGINEER (SPACE GRANT FELLOW)

Python, AWS   August 2017 - August 2018

- **Mapped ice deposits on the Moon** using temperature data from the Lunar Reconnaissance Orbiter (LRO) which produces 7 billion lines of data daily (2.5 trillion lines per year).
- **Reduced data processing time by 85% (6570 hours per year of data)** using subprocesses and web-scale cloud computing.
- **Managed project timeline, scope, and cost constraints** to ensure progress and delivery within a $1K monthly budget.

OCEANIT (DEFENSE ENGINEERING) | SOFTWARE DEVELOPER INTERN

Python, OpenCV, Design Thinking   October 2017 - June 2018

- **Led team of seven to develop an inexpensive AI camera system** that improves annual coffee bean harvest yields by $250K.
- **Acquired a $1M contract from the Department of Energy** by developing an image processing system to categorize infrastructure damage from drone imagery.
- **Discovered product use-cases** for a South Korean semiconductor company's AI chip **using rapid-prototyping.**

OCEANIT (DEFENSE ENGINEERING) | TECHNICAL PROGRAM MANAGER INTERN

Agile Project Management, IT Consulting, Design Thinking   October 2016 - June 2017

- Acted as an IT consultant for a government agency to upgrade a Windows infrastructure;
  Managed tradeoffs and prioritized efforts to fit my short-term internship length and my customer's long-term objectives.
- Clarified resource planning by **identifying customer pain points and defining "customer wants" versus "customers needs."**

DITTO (STARTUP) | PROGRAM MANAGER INTERN

Agile Project Management, JavaScript, Node.js   October 2015 - March 2016

- **Delivered a social media platform with 200+ users** for Android and iOS, meeting multiple stakeholder milestones.
- **Redesigned HTML website with a data-driven A/B testing and Google Analytics** which led to a 80% active user increase.
- Led a team of 7 engineers and designers through sprint plannings and daily standups as **scrum master.**

HAWAII DEPARTMENT OF EDUCATION | STEM RESOURCE MENTOR

Curriculum Design, Teaching, Mentoring, Recruiting   August 2014 - August 2018

- **Taught K-12 students and teachers C++ and JavaScript** to cultivate STEM workforce development for the State of Hawaii.
- **Mentored District, State, and International Science Fair 1st place recipients** to innovate real-world solutions.