Michael Nguyen

Employment

Hardware Engineer　　　　**Cisco Systems, Inc.**　　　　**April 2024 - Present**

- Brought up, maintained, and debugged NPI hardware test boards for SLT (**System Level Test**) operations.
- Reduced NPI lead time with **Python** scripts, web tools and GUIs, improving tests output by **200%**.
- Documented specific test plans, maintenance procedures, video and written operational test instructions, lab administration and operations, and inventory management for each NPI (**New Product Introduction**).
- Developing an internal web application that provides an infrastructure for querying test parameters, automating test configurations, managing lab operations, and visualizing data for stakeholders and managers.

Test Engineer (Client: Cisco)　　　**Randstad & HCL America Inc**　　　**Feb 2022 - April 2024**

- Instructed Operations team on SLT procedures and systems for each NPI while providing debug support for each product and its respective hardware.
- Established internal networking infrastructure including IP address usage, switching, and cabling.
- Coordinated with multiple teams (HW, IT, Lab Admin, WPR) to move operations into a new lab/building.
- Actively supporting test automation for OSAT Singapore.
- Manually reviewed hundreds of logs, ensuring the stability and consistency in hardware and software systems.

Test Operator (Client: Apple)　　　**Rose International Inc.**　　　**Oct 2019 – March 2020**

- Operated test equipment requiring intermediate computer skills and the knowledge of test programs in order to proper identify and interpret failure parameters that are to be recorded into QA tracking system.
- Analyze test results, generate characterization reports, and provide feedback to TE and FA teams.
- Maintained records of unit tested, accepted or rejected, leveraging **Excel** sheets.

Software Engineer　　　　**View, Inc**　　　　**Dec 2018 – June 2019**

- Worked in an agile development team to deliver engaging experiences and responsive websites.
- Translated UI/UX design into product facing dashboards using **React**, **CSS**, and **JavaScript**.
- Utilized **WebSockets**, **asynchronous APIs**, **SQL**, **JSON**, **XML** and **AJAX**.

Education

Santa Cruz, CA　　　　**UC Santa Cruz**　　　　**Sep 2016 – June 2018**

- **Bachelor's Degree in Computer Science, Honors**. GPA: 3.8/4.0
- Web Applications, Data Structures and Algorithms, Operating Systems, Algorithm Analysis, Data Programming Visualization, Database Systems.

Other Experiences and Certificates

- **Student Success Mentor, Mentor Collective (Nov 2023):** UCSC Alumni STEM Mentor
- **Google Data Analytics Certification (Jan 2022):** Data cleansing, prepping, and visualization.

Languages and Technologies

- Python, JavaScript, SQL, HTML, CSS
- DNS, HTTP, DHCP, Bash, Linux OS, PXE
- Visual Studio, GitHub, Docker, Excel, Word, PowerPoint, OneDrive