



ERIC J NGUYEN

SENIOR SOFTWARE ENGINEER SAN FRANCISCO, CALIFORNIA

SOFTWARE ENGINEER • AMATEUR PHOTOGRAPHER • ARCHER • SOCIAL DANCER • TECH ENTHUSIAST

+ EXPERIENCE

- Nov 2021 - Present - **A really large tech company**
Senior Software Engineer - App Platform
 I work as an individual contributor on internal and external tooling for millions of this company's devices. This tooling allows internal and external teams to submit, deploy, and manage their apps and releases, while gathering various success and analytical metrics.

 My individual contributor work involves designing, developing, testing, and deploying multiple full-stack features. I build project plans, get buy-in from other developers and cross-functional business partners, and drive the feature to final delivery and testing. I also prioritize feedback across multiple teams, focusing on key improvements and their positive business impact to the company.

 My technical leadership work involves providing feedback on code and design decisions for other concurrent projects, introducing new project ideas, and getting buy-in for those ideas as part of the planning process. As part of the team's on-call, I also plan and execute long-term improvements to reduce the burden on the team. I also support Better Engineering efforts via refactoring, code cleanup, and deprecation of legacy design patterns. Finally, I help mentor new hires and onboard them to the company by creating new-hire starter tasks that help them get familiar with our company's culture and development processes.

 My miscellaneous work involves promoting a healthy team culture, including procurement of "swag", organizing team events, and performing advocacy efforts on behalf of our team to leadership and other organizations. I also test and provide actionable feedback on prerelease products across the company.
- June 2016 - Nov 2021 - **Cisco Meraki**
Leader & Senior Software Engineer - MR Insight
Previously: Senior Software Engineer - Wireless Dashboard
 I worked across engineering teams on Dashboard: a platform for Cisco Meraki's 12 million cloud-managed networking devices deployed globally. My role involved designing, building, testing, and deploying new Dashboard features using Ruby on Rails, React, Redux, and other languages/frameworks, with an emphasis on usability, security, scalability, and reliability. This work also involved coordination with multiple cross-functional teams on feature requirements, user research, and product feedback. I also managed a small team from a technical and people management perspective.

 My work also involved seeking out, getting buy-in for, and executing process improvements across the engineering organization. This included promoting a culture of automated testing, improving the interview and recruiting processes, mentoring new and senior engineers, as well as improving internal tooling and workflows. I also leveraged my extensive experience to drive a number of engineering community service efforts. This included work to prioritize improvements to existing features, focusing on business impact. I also served as a senior on-call, acting as a "first responder" in the event of major outages, incidents, and postmortems.

+ PROJECTS

- Mar 2022 - Sept 2022 - **Prerelease Channel Improvements**
A really large tech company
React, GraphQL, various internal languages and frameworks
 I built support for developers to ship multiple prerelease listings, as well as improving the flows for existing prerelease listings. This unlocked a wider test audience for developers to leverage prior to releasing to production, allowing them to get earlier and better signals about release quality. This project involved planning, design, getting buy-in from cross-functional partners, and delivery. It also involved adding metrics to support usage of this feature across applications.

 The improvements were rolled out to all developers utilizing prerelease listings. The specific improvements were leveraged by 71.4% of developers across 80% of their releases, saving 5 hours of developer time for each release.
- June 2019 - Nov 2021 - **Meraki Health**
Cisco Meraki
Ruby on Rails, RSpec, React, Redux, JavaScript
 I worked as a technical lead and individual contributor on portions of Meraki Health, a cross-product feature set that gives network administrators deep insight into the performance and experience of their wireless network. This feature set is deployed to 2.2 million networks across 6.3 million Cisco Meraki wireless access points globally, capturing data for hundreds of millions of client devices.

 My individual contributor work involved developing, testing, and delivering multiple full-stack features, while also gathering feedback to prioritize specific improvements with business needs. My technical leadership work involved coordinating efforts of numerous engineers across multiple projects, removing roadblocks, providing guidance on technical designs and implementations, and as serving as a liaison between multiple teams.
- May 2019 - **Mission Bay Traffic**
Personal project - eric-nguyen.com/missionbay
React, JavaScript, TeamCity
 This was a personal project designed to parse game schedules from the San Francisco Giants and Golden State Warriors to derive the likely commuting traffic impact in the Mission Bay neighborhood of San Francisco, California.

+ EDUCATION

- Aug 2011 - May 2016 - **The University of Texas at Austin**
Master of Science in Computer Science
Bachelor of Science in Computer Science
Bachelor of Arts in Economics
 3.93 Graduate GPA • 3.71 Undergraduate GPA

+ CERTIFICATIONS & HONORS

- Fall 2014 - **INFOSEC Professional Certification**
Committee on National Security Systems