

Minh Ngoc **Nguyen**

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San Francisco, CA

EXPERIENCE

Team Lead, Data Compliance & Management Team - Zendesk (April 2019 - Present)

- Drive consensus among architects and tech leads on high-impact service design decisions, e.g. how to evolve our in-house tooling for live data migrations while maintaining zero downtime so that we can evenly distribute capacity and risks across global infrastructure.
- Lead an “Compliance Observability” program to improve the reliability of our data compliance systems, coordinating work across 12 engineering teams
- Directly manage a team of 4 engineers. Improve team satisfaction and productivity through holding weekly 1:1s, providing regular feedback, establishing & documenting team processes, and designing team roadmap. Secure program & product management support for team projects

Technical Lead, Core Services Team - Zendesk (April 2018 - April 2019)

- Researched initial requirements and built a POC in Scala for a rules engine that models our account capabilities business logic
- Educated other teams about service-oriented architecture and best practices through meetups and tech talks
- Designed technical roadmaps and orchestrated integration work across different engineering teams
- Revamped triaging process for ticket duty: wrote our runbooks and tweaked our monitors and metrics to be more relevant and actionable
- Hired and mentored summer interns and new hires

Senior Software Engineer - Zendesk (July 2017 - April 2018)

- Delivered a faster internal service-to-service communication protocol by advocating for gRPC adoption across the company
- Wrote a library for collecting traces across our Scala services according to OpenTracing standards, enabling engineers to track the lifespan of a given request as it travels across our internal services
- Improved our Kafka data pipeline throughput and reliability, decreasing 95p message processing time from 30s to 5s

Software Engineer - Zendesk (Jan 2016 - July 2017)

- Designed & implemented APIs in Scala for managing shared account and staff information across different Zendesk products, resulting in easier integrations between new acquisitions and the existing core products
- Wrote shared libraries to help bootstrap new Scala projects within the Zendesk infrastructure (e.g. authentication, database access, GUID allocators)

EDUCATION

Yale University - BA Philosophy, Honors, Magna Cum Laude (2011 - 2015)

App Academy - Web Development (Fall 2015)

Bradfield - Computer Architecture, Engineering Leadership

MOOCs - fastai's Practical Deep Learning for Coders

SKILLS

Scala, Finatra, Ruby, Rails, Slick, Akka Actor, Akka Streams, gRPC, JavaScript

PORTFOLIO anotherminh.github.io • GITHUB [anotherminh](https://github.com/anotherminh) • LINKEDIN <https://www.linkedin.com/in/minhngocln>