

Viet Le

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EXPERIENCE

- **UPS Supply Chain Solutions** Alpharetta, GA
May 2018 - Jan 2019
Support Engineer
 - Created and maintained SQL server jobs to generate daily reports.
 - Served as liaison between clients, managers and offsite support teams.
 - Built tools in Powershell and .NET to automate storing, retrieving and transforming shipping data.
- **Kobelco** Waltham, MA
Aug 2017 - April 2018
Application Analyst
 - Automated process of creating invoices, reducing preparation time to seconds.
 - Maintained database of product prices and invoices.
 - Trained colleagues on SQL, VB and Excel macros.
- **Twyla GmbH** Boston, MA
Jun 2016 - Aug 2017
Junior Python Developer
 - Built a customer service chatbot for telecom companies.
 - Designed REST API and integrated chatbot with third party API.
 - Implemented authoring meta-language so clients can personalize a bot within first hour.
 - Transformed gigabytes of chat logs to linguistic models in order to find customer behavior patterns.
- **New Century International** Hanoi, Vietnam
Aug 2012 - Jul 2014
Sales Assistant
 - Administered company website and computer systems.
 - Coordinated with freight forwarders for timely shipment deliveries.
 - Negotiated with suppliers, resulting in 5% discount on wholesales prices and exclusive distributions of welding materials and robots.

EDUCATION

- **Brandeis University** Waltham, MA
Aug 2014 - May 2016
M.A. Computer Science; GPA: 3.38
- **University of Warwick** Coventry, UK
Aug 2009 - May 2012
B.S. (Honours) Economics

PERSONAL PROJECTS

- **Homepass**
 - Setup raspberry pi 2 as a wifi hotspot for Nintendo 3DS Streetpass Relay.
 - Used cron job to periodically restart hotspot daemon with the new access point's spoofed SSID and MAC.
- **Carpe Diem**
 - A web development coursework to create a Rails app for Brandeis students to discover impromptu events.
 - Used sidekiq to queue background jobs of creating events in database and Redis as caching backend for queries.
 - Wrote unit tests for CI; designed websites with Bootstrap.

SKILLS

- **Languages:** Python, Ruby, Java, JavaScript, Go, SQL, Bash, Powershell, .NET
- **Software:** Docker, Git