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# RICKY TRAN

FRONTEND SOFTWARE DEVELOPER

## PROFESSIONAL SUMMARY

A pragmatic and thoughtful engineer with 7+ years of background and experience specializing in customer-centric roles, leadership, and sales. My experience has taught me how to foster a culture of continuous improvement and collaboration through strong leadership and open communication. My deep understanding and passion for the user inspires how I transform data into captivating and functional experiences.

## EDUCATION

SEP 2023 - APR 2024

### Front-End Engineering, Turing School of Software & Design

A nationally accredited, 1500+ hour software program following an immersive and hands-on approach, engaging in real-world projects with teams to gain practical experience to become a professional software developer.

**Skills:** JavaScript, React, CSS, Tailwind, REST APIs, PostgreSQL, AWS, Mocha, Chai, Cypress, Test Driven Development, unit testing, end-to-end testing, GitHub, Agile, version control

AUG 2020 - APR 2023

### B.S. Computer Software Technology, University of Arizona

A comprehensive program with a solid foundation in computer science, software development methodologies, and cutting-edge technologies. Gaining proficiency in programming languages, software design, project management, and data structures & algorithms, preparing me for a dynamic and evolving technology landscape.

**Skills:** Python, Java, PHP, MySQL, HTML, object-oriented programming, software development lifecycle

## PROJECTS

### Dive

SOLO PROJECT - 40 WORKING HOURS

Dive is a full-stack sushi encyclopedia app that educates users on fish varieties, emphasizing environmental and cultural awareness. Developed using React, asynchronous JavaScript, and React Router for seamless multi-page experiences. Cypress end-to-end testing ensures functionality and UI integrity, with a Node.js app serving data to the client

**Technologies:** React, React Router, Node.js, Express.js, Cypress, REST APIs, Vercel

### BarkEnd

GROUP PROJECT - 120 WORKING HOURS

BarkEnd is a full-stack application connecting users to dogs looking for homes. This project focuses on React fundamentals, building REST API endpoints, and integrating a database for data management. Cypress testing ensures robust functionality, testing user interactions and UI elements.

**Technologies:** React, React Router, Node.js, Express.js, PostgreSQL, Knex.js, Cypress, AWS, Postman, REST APIs, Vercel

### Rancid Tomatillos

PAIRED PROJECT - 60 WORKING HOURS

Rancid Tomatillos is a React-based web app aimed at developing a user-friendly platform for exploring movies. The project focuses on enhancing competencies in React fundamentals, asynchronous JavaScript, and the implementation of React Router for multi-page user experiences. Integration of Cypress testing ensures robust functionality while testing user interactions and UI elements.

**Technologies:** React, React Router, Cypress, Fetch API, Postman

## EXPERIENCE

OCT 2017 - OCT 2023

### Customer Loyalty Leader, T-MOBILE U.S.

- Provided nationwide technical and system support, ensuring operational efficiency and consistency across all locations while bolstering customer satisfaction and loyalty efforts.
- Championed customer obsession as a Customer Loyalty Leader, instrumental in driving the success of multiple stores across Denver North locations, slashing customer churn by 12% y.o.y.
- Catalyzed cross-functional teams to develop and implement loyalty strategies and initiatives that drove customer satisfaction and retention.