

# Tu Le

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## EDUCATION

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### University of Central Florida

*Bachelors of Science in Computer Science*

Orlando, FL

*May 2022*

## EXPERIENCE

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### Product Support Engineer

*NS2*

September 2023 - Present

*Remote, PA*

- Conduct root cause analysis and collaborate with operations teams to resolve issues in complex environments.
- Support weekend and 24x7 operations to meet SLAs and contractual KPIs.
- Resolve escalated customer issues promptly in team and individual settings, using SAP Notes, Knowledge Base Articles, and resources effectively for high satisfaction.

### Solutions Support Engineer

*SAP*

January 2022 - September 2023

*Lake Mary, FL*

- Provide high technical knowledge to consultants and customers regarding SAP's SuccessFactors HXM Suite's Cloud Platform Module.
- Triage 132 monthly cases from issues ranging from failed jobs, failed SFTP connections, and SSO connection configurations.
- Member of Rapid Response team, handling highest priority trouble cases.

### Data Engineer / Data Analyst Intern

*Mashey*

June 2020 - January 2021

*Denver, CO*

- Maintained and added reporting components to dashboards and reports with Looker and SQL and assisted in client consultations for scoping of projects.
- Developed custom FiveTran weather connector to enable data for average, minimum, maximum temperatures and precipitation.

## CERTIFICATIONS

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**AWS Certified Cloud Practitioner, Data Engineer - SAP HANA, SAP BTP Extension Developer, SAP Integration Suite Developer**

## PROJECTS

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### Prelim Ranker

*Typescript.js, Next.js, Vercel, Zustand, Appwrite, react-dnd*

- \* Drag and drop components up and down a list.
- \* Auto filtering, creation, and deletion of participants.
- \* Uses Zustand for caching, enabling quick re-render of drag and drop feature.

### FamilyChat

January 2022 - April 2022

*React Native, Firebase Authentication, Firestore, Expo, Github*

- \* Cross-platform messaging application for iOS and Android separating messages into topics with interactive features.
- \* Won "Best in Show" for Spring Senior Design Showcase.
- \* Built functional components to render groups and topics. Created active user authorization process.

**Custom Weather Connector** August 2020

**COVID FL Tracker** August 2020

## TECHNICAL SKILLS

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**Languages:** Python, JavaScript, SQL, Java, HTML/CSS

**Frameworks and Libraries:** Typescript, React, React Native, Expo, Node.js, Express.js, Firebase

**Developer Tools:** Git, Postman, VS Code, Jupyter Notebook, Selenium, JIRA