

Ngoc Pham

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EDUCATION

University of South Florida, Tampa, FL Graduated: May 2015
Master of Science in Information Systems - MS MIS – GPA: 3.92/4

University of Otago, Dunedin, New Zealand Completed: November 2011
Postgraduate Diploma in Science, Telecommunications – GPA: 7.86/9

University of Engineering and Technology, Hanoi, Vietnam Graduated: June 2009
Bachelor of Science in Information Technology - GPA: 7.78/10

EMPLOYMENT EXPERIENCE

SiteWit Corp., Tampa, FL September 2014 – Present

Software Developer

- Provide solutions for company's mobile app, available for iOS and Android devices, using Xamarin platform. Responsible for majority of backend code (shared between the two platforms) and the entire Android codebase.
- Build a completely new API, based on the current (old) one, with ASP.NET Web API v2, emphasize on readability, and maintainability of code with extensive use of Action Filter Attributes and Model Validations.
- Design a new mechanism for user to preview the search for the suggestion keywords on Google, subsequently make it easier for them to decide if the keywords are relevant to their businesses or not.
 - The new feature helped increase conversion for company 2-4 times.
 - The implementations were in both C# and Visual Basic.
- Develop a few small services for data synchronization.
- Rewrite company's WordPress plugin from ground up with Composer.

Freelancer

August 2013 – Present

PHP Developer & System Administrator

- Develop and maintain a Joomla component for High School sport teams in the United States with various modules to administer organizations/schools, teams, athletes, coaches, game schedules and seasonal rosters.
- Build an web application (CodeIgniter with MySQL database) for managing products for a reseller, including loading item details from external sources, maintaining local database of necessary information, and exporting to CSV file, ready to be imported into Magento e-commerce platform (in-progress).
 - Decreased time for importing data from file, for about 20 times for nearly 50,000 records, by applying MySQL "LOAD DATA INFILE" method.
- Manage a Web Server (Ubuntu) hosting over 200 websites using Apache, PHP and MySQL. Other services in-use: DirectAdmin, AIDE integration checking, fail2ban, and custom automation scripts for backing up critical data (files & databases) to Amazon S3, or finding possibly malicious code injections and cleaning up, etc.

BraveBits Co., Ltd

February 2012 – July 2013

Senior Developer & Technical Support Supervisor

- Developed mainstream Joomla templates and extensions using PHP (Joomla framework), MySQL, JavaScript, CSS and HTML.

- Created tools to automate part of business processes using PHP (CodeIgniter framework), Bash scripts, and Git for version control, helping saved about 2/3 the time for such tasks.
 - Generate XML-formatted sample data for customer-side installation from product demo sites.
 - Update templates/extensions to product demo sites whenever a new version is released.
 - Deploy changes to live demo sites via Git, with a custom-coded PHP library for interacting with BitBucket RESTful API.
- Built a service to enable customers to create their own demo websites, forked from company's product demo sites, integrated with server cron job to automatically terminate after a period of time.
 - Decrease site creation time, as well as total size for storage by using symbolic-link system, leading to longer availability of demo sites under same server specifications.
- Administered one Windows server (Windows Server 2003, in-house) for employee account management, and multiple Linux boxes (Ubuntu, cloud) for web-related services with automated backup scripts and file integrity analysis service.
 - Detected and mitigated a massive self-generated traffic that caused irresponsibility of the main server.
- Conducted code review and performance analysis to product codebase with tools like Firebug (Mozilla Firefox), Developer Tools (Google Chrome), and Xdebug (PHP).
 - Cut page load by 5-20 times for a mainline extension, by finding and removing a few unnecessary loop controls.
- Monitored customer support threads (dedicated ticket system and free forum) to improve quality, in terms of language (English) proficiency and issue reporting efficiency.
- Troubleshoot simple technical problems with staff's workstations, both Macs and PCs, including network connectivity, OS and application usage issues, etc.
- Write up tutorials for other employees, and articles to be published on company blog for customers' reference.

XIPAT Flexible Solutions Co., Ltd, Hanoi, Vietnam

February 2009 – October 2009

Joomla Developer

- Participated in Joomla-based outsourcing projects
- Developed Joomla 1.5 templates and extensions
- Modified existing code to be compatible with latest Joomla version, or to have customized functionalities as of customers' demands
- Converted Adobe Photoshop designs into HTML newsletters with multi-platform/client compatibility
- Supported troubleshooting infrequent problems with local network setup

ACADEMIC PROJECTS

Business Analysis, Management Information Systems, USF

November 2013

- Carried out a Business Analysis on the Contract Approval process at University of South Florida
- The (old) process has been managed, mostly manually with paper work, by USF IT Financial Management (USF ITFM), University Controller's Office (UCO), and USF Purchasing Department
- Proposed 3 alternative solutions for better management of contracts across different departments
- Prepared a cost/benefit analysis of one recommended solution
- Based on assumptions, the recommended alternative would be able to save about \$100 million on total annual contract costs for USF

Radiology Teaching Files, Dissertation Project, Otago

March 2011 – November 2011

- Aimed for building a web-based repository of radiology images for teaching and researching purposes
- Developed a demo web application using CodeIgniter with features: authentication, management of radiology files (with AJAX image annotation), and image search backed by a simple Content-Based Image Retrieval (CBIR) implementation

- CBIR experiments were carried out to measure performance of two popular feature descriptors, Color Layout Descriptor (CDL), and Local Binary Patterns (LBP) using Python scripts
- The features of the images, stored in a SQLite database, then were used to test the accuracy of image comparison using 2 methods
 - Self-implemented Python script utilizing Euclidean distance
 - Weka (a machine learning toolkit) with 2 classifiers (k-NN and SVM) and 3 feature selectors (ReliefF, Information Gain, and mRMR)

Yahoo!360 Connection Builder, Undergraduate Thesis Project, UET February 2009 – May 2009

- Used a so-called WAVE technology to collect connection information among users on Yahoo!360 network, the most popular social network in Vietnam at the time
- WAVE implementation done with Java, with core functionalities mainly contributed by two other group members to provide a decentralized, parallel computing system
- WAVE was used to create a knowledge base of connections between blog users (nodes), with certain criteria, that later on can be utilized for analytic purposes, for example, to find users with same interests coming from same city
- The WAVE core features were accomplished, but a friendly query system was not yet finished to provide a user-friendly interface for accessing the knowledge network
- The working implementation of WAVE, with a simple HTML Web crawler/parser (also written in Java) was able to use 4 PCs (on the same LAN sharing a 4Mbps Internet connection) to retrieve approximately 200,000 unique nodes in less than 1,000 seconds

SKILLS

- Attention to detail
- Quick adaption to new disciplines
- Advanced computer hardware and software skills: building custom PCs, Microsoft Office Suite, Internet research

INTERESTS

- Finding and integrating new tools to improve or automate personal workflows
- Helping and contributing (if possible) on StackOverflow or GitHub
- Write wrap-up tutorials on the subject and post on [personal blog](#)
- Exploring and catching up with new technologies, both software and hardware
- Playing soccer, badminton, video games (preferably Pro Evolution Soccer)
- Travel – been to Phnom Penh & Siem Riep (Cambodia), Queensland (New Zealand) and many places in Vietnam and the U.S.