

Joseph Nguyen Software Engineer	
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Work Experience	
<b>Proofpoint</b> <b>Software Engineer II</b>	<b>February 2022 – Present</b> Sunnyvale, CA
<ul style="list-style-type: none"><li>• Deployed, monitored, and debugged production-grade microservices in a Kubernetes cluster, ensuring high availability and rapid incident resolution.</li><li>• Spearheaded the optimization of a high-throughput Apache Flink application, reducing unnecessary gRPC calls and improving data processing efficiency by 30%.</li><li>• Engineered robust RESTful endpoints using AWS API Gateway and implemented secure access control with a custom Lambda Authorizer.</li><li>• Enhanced API response times by integrating Redis caching, resulting in a 40% decrease in latency for critical endpoints.</li><li>• Architected scalable systems leveraging Spring Boot APIs, gRPC, Protobufs, Streams, AWS cloud services, Terraform for infrastructure as code, and OpenSearch for real-time analytics</li><li>• Implemented the adoption of Event Driven Architecture, enabling seamless integration across distributed microservices.</li><li>• Designed, implemented, and maintained automated tests, reducing bug occurrences by 30% and catching 95% of critical issues early.</li><li>• Developed a full-stack AI document assistant using React, FastAPI, LangChain, and Ollama, enabling users to query uploaded PDFs via retrieval-augmented generation and improving internal knowledge accessibility.</li><li>• Stress tested the system using Python and Bash scripts, improving system performance by 20%.</li><li>• Automated tests to support CI/CD, catching issues within 5 minutes of deployment and reducing release time by 50%.</li><li>• Facilitated effective communication with 15+ team members, ensuring a smooth workflow and meeting project deadlines consistently.</li><li>• Shifted testing left by implementing unit tests and Docker-based integration tests, improving defect detection in CI/CD pipelines and reducing production issues.</li></ul>	
<b>Epic Systems</b> <b>Full Stack Software Developer</b>	<b>August 2020 – July 2021</b> Madison, WI
<ul style="list-style-type: none"><li>• Fixed 50+ high-priority bug tickets, enhancing user experience and reducing user-reported issues by 40%.</li><li>• Restructured backend database queries which improved loading speeds for the application’s interface from an average of 5 seconds to under 2 seconds; directly increasing user satisfaction ratings based on feedback surveys.</li><li>• Led a project to migrate a key feature from VB to JavaScript, resulting in a 30% increase in customer engagement.</li><li>• Polished validation logic, improving overall system security and reducing security incidents by 60%.</li></ul>	
Skills and Technologies	
<b>Technical Skills</b> <ul style="list-style-type: none"><li>• Languages: Java, Typescript, JavaScript, Python, HTML, CSS, Terraform, Ansible, Kubernetes</li><li>• Software: AWS API Gateway, Lamdas, Kinesis, RabbitMQ, Jenkins.</li><li>• Tools and libraries: Springboot, Node, React, Flink, Selenium, TestNG</li><li>• Software: Docker, Windsurf, IntelliJ, VSCode</li><li>• Databases: MySQL, PostgreSQL, Caché, SQLite</li></ul> <b>Soft Skills</b> <ul style="list-style-type: none"><li>• Ability to effectively communicate technical concepts to team members and stakeholders</li><li>• Able to work collaboratively with team members to achieve project goals</li><li>• Can adapt quickly to new technologies and learn new skills as needed</li><li>• Ability to analyze and solve problems in a logical and efficient manner</li><li>• Can proactively identify and address potential issues or roadblocks in project development</li><li>• Continuously seeks opportunities for self-improvement and growth.</li></ul>	
Education	
<b>San Jose State University</b> <ul style="list-style-type: none"><li>• Bachelor’s Degree, Computer Science</li><li>• Summa Cum Laude, President’s Scholar, and Dean’s Scholar</li></ul>	<b>August 2016 – May 2020</b> Major GPA: 3.9