# KHOI NGUYEN

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**SUMMARY:** Motivated and exceptional problem-solver with sales engineering experience as well as proficiency in various computer languages

**SKILLS:**

- Python
- Sales Engineering
- REST APIs
- C++
- HTML/CSS

- SQL/NoSQL
- Cloud computing
- Linux
- Java
- Flask

**EXPERIENCE:**

**Redis Labs, Austin, Texas**                                                                           *07/2019 – 05/2020*
*Solutions Architect*
- Help customers meet their technology and business requirements with Redis database using Redis Labs products, solutions, and services
- Understand, quantify and verify the business needs of customers and their specific use cases
- Work diligently with the customer's technical teams (architects, developers, PMOs and C-level experts) to ensure the success of all customer POCs and pilots
- Collaborate closely with the Sales team to develop effective account strategies and identify new account opportunities, as well as a new business with existing accounts
- Assist customers in post-sales through implementation, configuration, and troubleshooting

**Oracle Corporation, Austin, Texas**                                                               *08/2018 – 07/2019*
*Cloud Solutions Engineer*
- Assisted customer's journey to Oracle cloud by ensuring the success of POCs
- Developed demos focused on Oracle's Autonomous Database to store and analyze data
- Create Demand Generation assets to draw customer demand for Oracle's cloud

**Rockwell Automation, Milwaukee, Wisconsin**                                           *05/2017 – 08/2017*
*Technical Marketing Intern*
- Developed and implemented a streamlined system to generate customer reports in Microsoft Power BI
- Assisted in migrating customer data to a Microsoft database
- Created a process monitoring and task execution tool in QuickBase to expedite a global workflow

**Texas A&M University, College Station, Texas**                                         *06/2016 – 05/2017*
*Computer Systems Technician*
- Troubleshoot a wide range of computer and network issues
- Implemented security measures and upgrades in accordance with the University system requirements
- Assisted in developing a webpage for department professors and graduate students

**EDUCATION:** **Texas A&M University, College Station, Texas**                       *08/2014 – 05/2018*
Degree: BS Electrical Engineering

**PROJECTS:** **Medical Assistant Bot**
- Utilized natural language processing to develop a medical assistant that provides a diagnosis upon receiving an input of symptoms
- Assisted in creating an interactive Android application that displays meaningful data provided by the diagnostic program
- Developed Python scripts that utilized Google's Cloud Speech API to create a hands free bot interaction