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# ERIC J NGUYEN SENIOR SOFTWARE ENGINEER SAN FRANCISCO, CALIFORNIA

SOFTWARE ENGINEER • AMATEUR PHOTOGRAPHER • ARCHER • SOCIAL DANCER • TECH ENTHUSIAST

## + PROJECTS

- June 2019 - **Meraki Health**  
Present

**Cisco Meraki**  
*React, Redux, JavaScript, Ruby, Ruby on Rails, RSpec*  
I worked as both a technical lead and as an individual contributor to build Meraki Health, a cross-product feature that gives network administrators deep insight into the performance and experience of the network from the client's perspective. This involved working with Product Management, User Experience, and various engineering teams to design, build, and deploy multiple full-stack features that enable customers to proactively troubleshoot client performance and experience, while also collecting customer feedback and metrics to evaluate the usability of these features.

The technical work involved aggregation of a large number of metrics in our backend, as well as the design and implementation of UI and backend components to allow customers to understand and utilize these metrics.
- May 2019

**Mission Bay Traffic**  
**Personal project - eric-nguyen.com/missionbay**  
*JavaScript, React, TeamCity*  
Personal project designed to parse game schedules from the San Francisco Giants and Golden State Warriors to derive the likely commuting traffic impact in the Mission Bay neighborhood of San Francisco, California. The project utilizes React Hooks and caching to improve performance. This project is deployed through a TeamCity CI pipeline.
- Mar 2018 - **Wireless Health**  
Nov 2018

**Cisco Meraki**  
*React, Redux, JavaScript, Ruby, Ruby on Rails, RSpec*  
I worked as both a technical lead and as an individual contributor to build Wireless Health, a feature that gives troubleshoot wireless performance with Cisco Meraki MR Access Points. This involved coordinating with the Product Management team to understand what features were most valuable to our customers, build them, and iterate on those features based on feedback provided.

The technical work involved aggregation of a large number of metrics in our backend, as well as the design and implementation of UI and backend components to allow customers to understand and utilize these metrics.
- Feb 2018 - **Summary Report**  
Oct 2018

**Cisco Meraki**  
*React, JavaScript, Ruby on Rails, RSpec*  
I worked to make substantial performance and UI improvements to Summary Report, a feature that gives network administrators the ability to see summarized usage metrics across their organization. This involved diagnosing and fixing a number of customer-facing bugs, while also implementing a number of changes that allowed Summary Report to scale to much larger customer use-cases.

## + EXPERIENCE

- June 2016 - **Cisco Meraki**  
Present

**Senior Software Engineer - MR Insight**  
**Senior Software Engineer - Wireless Dashboard**  
I primarily work with various Dashboard teams to improve the management of Cisco Meraki's cloud-managed networking devices for our customers. I design, build, test, and deploy new features through Dashboard using Ruby on Rails, React, Redux, and other languages/frameworks, with an emphasis on enhancing the security and usability of customer networks and their devices. I also work to debug, fix, and test improvements to existing features while focusing on performance and scalability.

My role also involves working with various engineering teams to help design, build, deploy, test, and monitor various features depending on the needs of our customers while also working with key stakeholders to gather customer feedback for planning of future features. Additionally, my role involves working with various teams, such as Operations, Security, Testing, and Site Reliability Engineering to improve their internal tools and workflows. Finally, I coach and mentor a number of Software Engineers through active mentorship, design sprints, code reviews, 1-1s, recruiting, interviewing, and various training programs.

## + EDUCATION

- Aug 2011 - **The University of Texas at Austin**  
May 2016

**Master of Science in Computer Science**  
**Bachelor of Science in Computer Science**  
**Bachelor of Arts in Economic**  
3.93 Graduate GPA • 3.71 Undergraduate GPA  
I undertook diverse Computer Science coursework, primarily in Security, Networks, Operating Systems, and Distributed Systems, as well as broad Economics coursework. Additionally, I studied as a graduate minor in the area of educational attainment as it relates to socioeconomic status.

## + CERTIFICATIONS & HONORS

- May 2016 - **Connected Recognition Awards**  
Present

**Cisco Meraki**  
I have received numerous Connected Recognition awards from peers for cross-functional work across Cisco teams as well as above-and-beyond innovation and collaboration.
- Fall 2014

**INFOSEC Professional Certification**  
**Committee on National Security Systems**  
Awarded by The University of Texas at Austin on behalf of the Committee on National Security Systems for intensive course work in cybersecurity and privacy.