Nhi (Zoey) Nguyen

New York City, NY – (513) 237–3974
zoeynguyen440@gmail.com | hellonhi.com | linkedin.com/in/zoey440 | github.com/zoey440

Experience

New York Life Insurance Company **June 2025 – present**
Software Engineer *New York City, NY*

- Architected and developed an event-driven OCR pipeline using AWS Lambda, S3, SQS, and Amazon Textract, implementing geometry-aware extraction to improve structured data processing from low-quality insurance forms.
- Built automated form prefill and eligibility-validation services, integrating OCR-extracted data with Customer Service Representative (CSR) workflows to reduce processing time by 75%, saving 15 minutes of manual effort per case.
- Engineered DocuSign Straight-Through Processing (STP) workflows for Beneficiary Change and contributed to Life Surrender automation, integrating Java/Spring Boot, DMS Broker, and MuleSoft APIs with business-rule validation and exception routing, supporting 42% automated processing of incoming forms.
- Migrated 21 high-traffic, client-facing applications to AWS EKS, implementing Docker containerization, ALB routing, network configurations, and Harness CI/CD pipelines while troubleshooting infrastructure and deployment challenges.

New York Life Insurance Company **June 2024 – August 2024**
Software Engineer Intern *New York City, NY*

- Engineered backend services (AWS Lambda, DynamoDB) to integrate an LLM-based document retrieval pipeline, transforming model output into consumable API responses for the frontend — reducing CSR manual document lookup time and operational cost by 92.61%.
- Integrated USPS address validation APIs (ASP.NET, Oracle SQL) and analyzed validation failure patterns in client-submitted data to build targeted handling logic that reduced false-negative validation errors by around 30%.
- Built content moderation for user input using a Hugging Face transformer model in a serverless Python backend, reducing false positives compared to naive keyword-based matching.

Kinetic Vision **May 2023 – November 2023**
Software Engineer Intern *Cincinnati, OH*

- Engineered an interactive office management platform using GraphQL and Leaflet, enabling room reservations, seat assignments, and indoor navigation for 200+ employees, reducing workspace lookup time by 40%.

Information Technology Solutions Center, University of Cincinnati **January 2023 – May 2023**
Software Developer *Cincinnati, OH*

- Developed and enhanced a full-stack peer evaluation platform using React, Node.js/Express, and PostgreSQL, supporting 4,000+ students and faculty in managing team assessments for senior capstone projects.

Technical Projects

PrepMind | *Multi-Tenant Assessment & Practice Platform* **June 2026 – present**

- Co-developed an AI-powered SAT and English exam preparation platform, building the frontend and integrating backend APIs to deliver AI-generated question banks, practice exams, and personalized learning experiences.
- Engineered a multi-tenant assessment platform with role-based access, subscription tiers, and exam integrity safeguards, supporting secure exam delivery and scalable classroom management.

Technical Skills

Languages: Java, Python, TypeScript, JavaScript, C#
Backend & APIs: Spring Boot, Node.js, Express, ASP.NET, REST, GraphQL
Cloud & Infrastructure: AWS (EKS, Lambda, DynamoDB, Textract), Docker, CI/CD (Harness), Kubernetes
AI/ML & Data Processing: Hugging Face Transformers, LLM Integration, OCR (AWS Textract)
Frontend: React, Next.js, Vue.js, TypeScript, Leaflet
Databases: PostgreSQL, MongoDB, DynamoDB, Oracle SQL, SQL Server
Architecture & Systems: Microservices, Containerization, Serverless, CI/CD Automation

Education

University of Cincinnati **August 2022 – May 2025**
Bachelor of Science in Information Technology, Software Application Development *GPA: 4.0*