

Hieu Long Nguyen

Computer Engineering Technology Graduate | Ottawa, ON | longitcanada@gmail.com | 343-999-2767 | [GitHub](#)

PROFESSIONAL SUMMARY

Computer Engineering Technology graduate with hands-on experience in software QA, building and troubleshooting custom PCs, developing web and IoT systems, and supporting customers in fast-paced environments. Skilled in functional testing, Windows installation, hardware diagnostics, C#, JavaScript, ASP.NET Core, SQL, Azure, Git/GitHub, and embedded systems. Seeking computer technician, IT support, software QA, or junior technology roles.

EDUCATION

Algonquin College | Computer Engineering Technology

Ottawa, ON | Graduated Apr. 30, 2026

EXPERIENCE

QA / Software Testing Intern | LinkClicks

August 2026 – Present

- Perform functional and exploratory testing across an AI-powered marketing platform, validating workflows, navigation, forms, and error handling.
- Create and maintain structured test cases with clear steps, expected and actual results, priority, severity, evidence, and related bug IDs.
- Reproduce and document software bugs and usability issues, then retest reported issues after developer fixes and track their status through the QA workflow.
- Test input validation, saved-state behaviour, sorting, workspace access, DNS lookup, and other platform features while communicating findings through the team's QA tracker and GitHub Projects.

Independent PC Builder & Technician | Self-Employed

Ottawa, ON | June 2026 – Present

- Build and configure custom desktop and gaming PCs based on customer budgets, performance needs, component compatibility, and upgrade goals.
- Diagnose hardware, driver, thermal, stability, storage, and networking issues; install Windows, drivers, updates, and essential software.
- Benchmark and stress-test completed systems using 3DMark, Cinebench, Unigine Heaven, HWiNFO, and in-game testing.
- Manage component sourcing, pricing, negotiation, sales listings, customer requirements, delivery, and post-sale technical support.
- Earned 21 consecutive five-star Facebook Marketplace reviews since June 2026 by delivering reliable systems, clear communication, and responsive support.

UI Developer | Pocket Forest IoT Terrarium Controller – Team Project

Algonquin College, Ottawa, ON | 2026

- Collaborated in a four-person team with two UI developers and two hardware developers to build a smart terrarium controller for an Algonquin College professor.
- Designed and developed responsive HTML, CSS, and JavaScript interfaces for dashboards, temperature/humidity monitoring, lighting controls, settings, and system information.
- Implemented management for up to five terrariums, custom day-night lighting cycles, and journal data that remains available after terrarium archiving.
- Coordinated UI requirements with ESP32 sensor data, SD-card storage, and the hardware team's planned JSON structure.

Team Member | Mac's Sushi

Ottawa, ON | September 2024 – Present

- Provide customer service, prepare food, and maintain safety and cleanliness standards in a fast-paced team environment.
- Contributed to store operations when the franchise achieved 1st place in sales among 22 Mac's Sushi franchises in Ontario.

TECHNICAL PROJECTS

Event Manager Web Application

ASP.NET Core MVC, C#, EF Core, Identity, SignalR, Azure SQL, Azure Blob Storage

- Developed a full-stack event management application with event creation, attendee registration and tracking, seeded data, and role-based access for organizers and attendees.
- Added real-time attendee updates with SignalR and integrated Azure Blob Storage, Azure SQL, and Azure App Service deployment.

QNX Real-Time Resource Manager

C, QNX Neutrino, Momentics IDE, Message Passing, Pulses, Timers

- Built a QNX resource manager that registers a custom device under /dev/local/ and handles read/write requests.
- Used message passing, named channels, pulses, timers, and connection handling to support interprocess communication and clean shutdown.

Node-RED Temperature Dashboard

Node-RED, Teensy, Firmata, JavaScript, REST API, MQTT

- Built a real-time temperature dashboard using Teensy thermistor data with Celsius, Fahrenheit, and Kelvin conversion.
- Created gauges, charts, controls, an HTTP GET endpoint returning JSON, and MQTT communication.

TECHNICAL SKILLS

PC Hardware & Support: Custom PC assembly, component compatibility, diagnostics, upgrades, thermal troubleshooting, benchmarking, Windows installation, drivers, storage setup

Languages: C#, Java, C, C++, JavaScript, PHP, SQL, HTML/CSS

Frameworks & Technologies: ASP.NET Core MVC, Razor Pages, Entity Framework Core, SignalR, Node.js, REST APIs, React

Databases: SQL Server, SQLite, MySQL

Cloud & Deployment: Microsoft Azure, Azure App Service, Azure SQL, Azure Blob Storage

Embedded & Real-Time: ESP32, Teensy, Node-RED, MQTT, Firmata, QNX Neutrino, message passing, pulses, timers

Tools: Git, GitHub, Visual Studio, VS Code, NetBeans, Momentics IDE, VirtualBox, Postman, 3DMark, Cinebench, Unigine Heaven, HWiNFO