

Andrew Ngo

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Experience

Product Support Analyst Co-op, Koch Industries, Flint Hills Resources – Wichita, KS Jan 2026 – Present

- Manage end-to-end technical support for complex data systems, ensuring reliability and optimal performance of critical business integrations.
- Diagnosing complex data system failures and integration bottlenecks using root cause analysis (RCA) to drive long-term technical resolutions across a range of FHR business applications.
- Maintaining and enhancing documentation in partnership with the product team, ensuring clarity and usability for support personnel and users.

QA Analyst, NetApp, Contracted by Ennovar – Wichita, KS Mar 2025 – Jan 2026

- Executed automated qualification tests on enterprise storage media and ONTAP software to validate performance under high-stress loads, supporting the successful rollout of enterprise storage solutions.
- Diagnosed and troubleshoot failures in UNIX environments, revising test scripts and collaborating with global teams to accelerate validation processes and streamline QA.
- Improved debugging efficiency by revising Python drive test scripts, making test logs more user-friendly and reducing time required for test analysis.

Projects

Home Lab: Infrastructure & Systems Engineering

- Architected a high-availability local cloud using Docker containers on Ubuntu Server, implementing mirrored RAID storage with automated S.M.A.R.T. diagnostic monitoring.
- Engineered a secure remote access layer utilizing VPN tunneling and an Nginx reverse proxy to host a personal website and media server for 7+ concurrent users.
- Deployed a public-facing event platform for Hackathon event using Cloudflare Tunnels, managing containerized MariaDB databases and WordPress to support participant, mentor, and sponsor registrations.

Ollama Home Assistant: Hardware-Software Integration

- Developed an offline AI assistant on Raspberry Pi, integrating Meta LLaMA 3.1 via Ollama and OpenAI Whisper for real-time speech-to-text processing.
- Constructed a Python-based Flask backend to manage GPIO hardware interfaces and audio pipelines, bridging local LLM communication with physical hardware.

Education

Wichita State University – BS in Computer Engineering, Minor in Computer Science Expected May 2028

- Relevant Coursework: Data Structures, Object-Oriented Programming, Assembly Language Programming, Intro to Digital Design, Circuits I
- Society of Asian Scientists & Engineers (SASE): Treasurer and Technical Committee

Skills

Systems & Infrastructure: Enterprise Systems, Operating Systems, Docker-Compose, Virtualization, SSH, Reverse Proxies (Nginx), Port Tunneling

Hardware & Storage: Hardware Debugging (HBAs, Switches), RAID, Storage Protocols (NVMe, SAS, Infiniband), S.M.A.R.T. Analysis, Raspberry Pi, Failure Analysis.

Software Engineering: C++, Python, Shell Scripting, SQL, Neo4j (Graph), API Integration, Git/GitHub

Reliability & Methodologies: Root Cause Analysis (RCA), Performance & Stress Testing, Unit Testing, Agile/Scrum, Technical Documentation