TRAN NGUYEN

Address: Carlton North VIC 3054

PROFESSIONAL PROFILE

Who are you? What skills do you have?

A motivated and enthusiastic graduate with a Masters in Computer Science seeking a position to utilise and learn new skills. Skilled in using various software programs such as HTML, JavaScript and CSS. Recently completed a three-month internship at a web and software development company and looking for a suitable position where I can use my strong communication skills and build professional relationships.

TECHNICAL SKILLS

Programming Languages:	Java, JavaScript, XHTML, CSS, PHP, C++, SQL, C#, ASP.Net
Computer Systems:	Windows XP/Vista/7, Linux CentOS/Ubuntu
Web Servers:	Apache Tomcat
Computer Software:	Microsoft Office (Word, Excel, PowerPoint, Access), MS Project, Adobe Creative Suite (Photoshop, Illustrator, After Effects, Flash, Dreamweaver)
Testing:	System testing, system integration testing, regression testing, and user acceptance testing

EDUCATION

Most recent qualification first

Professional Year   **Apr 2020 – Jan 2021**

Performance Education, Melbourne
Key Subjects: Australian Business Culture, Environment and Workplace Skills, Professional Business Communication

Master of Computing   **Jan 2017 – Feb 2019**
Royal Melbourne Institute of Technology, Melbourne

Bachelor of Technology (Computing Studies)   **Jan 2013 – Dec 2016**
Royal Melbourne Institute of Technology, Melbourne
Achievements:
- Distinction average was achieved in software related subjects
- Credit average achieved overall

UNIVERSITY PROJECTS - IDEALLY LIST 2

Medical College Online Web Portal   **Jun 2018 – Aug 2018**

Royal Melbourne Institute of Technology, Melbourne
Objective: To develop "the prototype", a solution for Medical College, that would allow the user to facilitate course allocation, student results and library catalogue information
Tools: **ASP.Net (using C#), Ajax, JavaScript, CSS, SQL Server 2005**
Duties: In a group of three, I worked on the design and development of a Web Portal using .Net for the front end and SQL server on the back end

Result: Achieved a Credit for the final project

PROFESSIONAL EXPERIENCE

Trainee Test Analyst - Internship   **Nov 2018 – Jan 2020**

Intellectual Solutions, Melbourne
Web and Software Development Company

- Multitasked several roles including test analyst and defect coordinator
- Performed system testing, system integration testing, regression testing, and user acceptance testing for a variety of software development projects
- Developed attention to detail through documenting test requirements
- Implemented defect management skills through tracking defects using modules of Mercury Quality Center; conducted root cause and statistical analysis to identify problems
- Developed standard and custom reports using HP Quality Center and MS Excel for daily, weekly and summary reports
- Enhanced communication skills through liaising with colleagues and all levels of management

EMPLOYMENT EXPERIENCE

Waiter   **March 2020 – To Date**

Chin Chin, Melbourne

- Developed communication skills through delivering professional customer service and working with colleagues and management
- Learned to work effectively in a fast-paced environment through multitasking while waiting on several tables at once
- Actively participated as a member of a dynamic team, cooperated with colleagues in a friendly and helpful manner
- Developed attention to detail through the accurate transfer of orders to kitchen staff
- Demonstrated strong work ethic by always being punctual and working overtime when needed

KEY COMPETENCIES - List soft skills

- Strong communication skills, both written and verbal, developed while completing my Master's degree and liaising with clients and colleagues at Intellectual Solutions and in other part-time work roles
- Ability to write formal emails and display a friendly and polite phone manner. Received up to 15+ calls per day at Intellectual Solutions
- Strong listening skills and ability to make informed decisions in high pressure situations as demonstrated while working at Chin Chin during rush hour
- Strong team spirit and ability to lead and work autonomously when required. Participated in weekly meetings and was part of a values team at Intellectual Solutions
- An ability to think creatively and technically and turn concepts into reality – designed and created 6 websites for clients while working at Intellectual Solutions

REFEREES

Margaret Brown – Manager
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