

### Office Manager

360 OFFICE LIMITED

August 2021 - September 2022

- Delivered first-line IT support, troubleshooting technical issues efficiently.
- Handled support requests via phone, email, and in-person, prioritising tasks effectively.
- Logged and documented service requests with strong attention to detail.
- Monitored toner alerts and helpdesk emails using Netaphor; assigned service calls to engineers.

### Acting Centre Manager

REGUS, IWG GROUP

November 2017 - July 2021

- Set up and maintained hardware and software (PCs, laptops, printers, mobile devices).
- Delivered IT support to ensure smooth operation of systems and networks.
- Worked with IT team to resolve issues and implement improvements.
- Acted as first-line support, resolving basic issues before escalation.

## Education

- Software Development Bootcamp – TechEducators (09/2024 – 12/2024)
- CompTIA A+ (Core 1 & 2), IT Fundamentals (2020)
- MBA – London School of Commerce (2013–2014)
- BA in Business & Management – St Mary's University (2010–2013)

## Skills

- Languages: JavaScript, HTML, CSS
- Frameworks: React, Next.js, Vue.js
- Backend: Node.js, Express, SQL
- Styling: Tailwind CSS, Bootstrap
- Tools: Git, GitHub, Jira, Visual Studio
- APIs: RESTful APIs, custom APIs, AJAX

## Languages

- English: Fluent
- Vietnamese: Native

## Hobbies

- Coding personal projects
- [Canva design projects](#)
- Learning via YouTube/Udemy