

Alex Phung

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[GitHub: github.com/Aphungy](https://github.com/Aphungy)

Personal Profile

I am a hardworking and ambitious person looking to secure an apprenticeship position within your company. I have recently completed my studies in a BTEC in Computing and I have achieved a Distinction, Distinction, Merit grade. I have gained technical experience and knowledge in software development and excellent problem-solving skills during my studies. I am very eager to utilise my skills and build a strong career in IT support within your company.

Key Skills

- Technical Proficiency: Skilled in Python and website development using HTML and CSS.
- Problem Solving: Developed through coursework, practical experience and working experience.
- Communication: Excellent interpersonal skills, both in customer-facing roles and team settings while collaborating in team projects.
- Organisational Skills: Efficient in managing tasks, prioritising workloads, and maintaining accurate records.
- Multilingual Abilities: Proficient in Cantonese and Mandarin for casual conversations.
- Microsoft Suites: Skilled in using microsoft suites such as Word, PowerPoint and excel.
- Project Management Tools: Managing self studies using JIRA and Confluence (Basic)

Work Experience/Volunteering

Weekend Job

Company: The Chef Takeaway | Position: Counter | 22/03/24 - Present

- Operate EPOS systems efficiently to manage orders in a fast-paced environment.
- Provide exceptional customer service, handling orders via telephone and face-to-face.
- Ensure accurate cash handling and secure transaction management.
- Work collaboratively with kitchen staff and delivery drivers to ensure smooth operations and timely order fulfillment.
- Resolve customer complaints and queries effectively to maintain high levels of satisfaction.

Birmingham Tech Week Work Experience

Company: Birmingham Tech Week | Position: Journalist | 21/10/24 - 25/10/24

- Documented and reported on emerging technology trends, industry insights, and keynote speeches during Birmingham Tech Week.
- Conducted interviews with industry leaders, startup founders, and event organizers to gather diverse perspectives.
- Utilized multimedia tools to document my research, including videos, photos, and audio recordings on lectures.
- Demonstrated adaptability in covering a variety of topics, such as AI, sustainability in tech, and digital transformation.

The Duke of Edinburgh Award Work Experience

Company: Saint Giles Charity Shop | Position: Sales Assistant | 23/11/19 - 23/2/20

- Maintained well-organized shelves and product displays.
- Delivered excellent customer service and assisted with daily shop operations.
- Operated the till and processed transactions accurately.

Education

Sutton Coldfield College - 04/09/22 - 28/6/24

BTEC National Extended Diploma in Computing Level 3

- Grades achieved: Distinction, Distinction, Merit
Core Subjects Studied: IT Systems Security and Encryption (Distinction), Business Applications of Social Media (Distinction), Website Development (Distinction), Website Development (Distinction), Systems Analysis and Design (Distinction), Systems Methodology (Distinction), Object-Orientated Programming (Merit)

Park Hall Academy - 05/09/17 - 23/6/22

- GCSEs: Maths (5), English literature (6), English language (4), Science (4)
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Professional Development - Studies and Qualifications

- Cisco Certification: Python Fundamentals
- Projects: Practical experience in software development through academic projects all available on my GitHub.
- W3schools: Learning material used to help me through my academic projects.

Achievements and Hobbies

- Martial Arts: Karate (Brown Belt); Tournament winner in Karate Kumite and Kata, demonstrating discipline, focus, and competitive spirit.
- Music: ABRSM Level 3 Certificate in Practical Music (Grade 6 Piano); Casual guitar player, showing creativity and dedication.