**Alex Phung**

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GitHub: 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)

**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.