

# DANIEL DAO

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## OVERVIEW

A Computer Science Undergraduate student at RMIT, I am currently seeking part-time employment to gain experience in my chosen field of study as well as to support my study.

I have a particular interest in web developing, UI/UX designing and I am keen to demonstrate my ability and passion in any industry.

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## EDUCATION

2012 – 2014	<b>Legal Studies</b> People's Security College, Hanoi, Vietnam Grade: 8.1/10
2017 – current	<b>Bachelor of Computer Science</b> RMIT University, Melbourne, Australia

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## SKILLS SUMMARY

- Confident Web Developer with experience in HTML, CSS, jQuery, JavaScript, JSON, API, Ruby, Meteor, Blaze.
- Creative UI/UX Designer;
- Advanced user of MS Word, Excel, PowerPoint and Photoshop, basis skills in Adobe Premier;

### Communication skills

- In my role with the police, I ensured all police and witness statements together with legal documents were accurate and precisely prepared.
- It was a requirement for me to have excellent communication skills in my recent role as a RMIT Graduation Ceremony Stage Marshal to answer queries, direct participants to their positions and liaise with colleagues. In this role I received positive feedback from those that I worked with and student I assisted.

### Teamwork skills

- In my role as an IT Support Consultant, I was working in a team of 30 colleagues, as a result, I have strong ability to work well in a team. I have worked as part of a team for two and a half years and understand the importance of great teamwork.
- In my recent role at RMIT Graduation Ceremony, I work closely with other team members to ensure all the students have a memorable time at their graduation.

### Organisational skills

- Well developed organisational skills as a result of managing both academic studies and extra curricular activities as well as working part-time.
- Contributed to the organisation of fund raising activities for youth events.

### Customer Service skills

- Excellent customer service skills developed through multiple part-time and casual roles as customer service officer, strong public skills

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## EMPLOYMENT

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May 2018 – Present      **Web Developer**  
Ohm Power

Responsibilities:

- Designing, coding and modifying websites, from layout to function and according to a client's specifications.
- Creating website layout/user interfaces by using standard HTML/CSS practices.
- Integrating data from various back-end services and databases.

Jan 2018 – April 2018      **RMIT Connect – Customer Service Officer/Assistant**  
RMIT University

Responsibilities:

- Provide positive, helpful and proactive customer service via all service channels.
- Provide suggestions and feedback on a regular basis to improve customer service at RMIT Connect.

December 2017      **Graduation Ceremony Stage Marshall**  
RMIT University (casual)

Responsibilities:

- Directing students to their Registration Marshal to register
- Representing RMIT in a professional and positive manner
- Providing a friendly and helpful face for attendees on the day

Oct 2014 – Mar 2017      **IT Support Analyst**  
National Police of Vietnam - Tuyen Quang Province

Responsibilities:

- Provide first and second level help desk/desktop support for all IT related technical problems and services;
- Perform and coordinate electronic data discoveries;
- Prepare criminal briefs for prosecutors;

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## ACHIEVEMENTS

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2016      ***Officer of the Year***, National Police Force of Vietnam, Tuyen Quang Province

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## VOLUNTEERISM & INTERESTS

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- Web Developer at Leukodystrophy Organization.
- Programming Menter at RMIT SLAM.
- Volunteered at a local youth organisation:
  - Fundraising;
  - Repairs to a rural kindergarten;
  - Repairs to provincial houses and primary school.
- Outdoor activities including climbing, hiking and deep-water diving, Cooking gourmet meals.