

NGOC DUY NGUYEN

Phone: 0415622003

Email : duyngocnguyen.25@gmail.com

SKILLS

- Language: C# (.NET Core 3.1, .NET MVC), HTML5, CSS, SQL, JavaScript/Typescript (Angular 2+)
- System: Windows Servers 2012, Windows 10, Linux operation.
- Software: VS 19, VS Code, MySQL, SSMS, Microsoft Office, Microsoft Visio.

EDUCATION

2014-2017

Bachelor of Information Technology - University of Canberra

Information System and Software Technology.

2017-2018

Professional Year - Queensland international business academy

Work readiness program to enhance skills experience and knowledge necessary to start an IT career and competency in the workplace.

PROFESSIONAL EXPERIENCE

2019 – 2020

Support Technician - KV Software Pty Ltd

Technologies: .NET Core 3.1, React Native, Git, MySQL, REST, JSON

- Participated in software development for casino system machines using .NET/ React/ AWS.
- Liaising with internal and external stakeholders to achieve customers' satisfaction.
- Contributing to the development and revision of technical documents on software and hardware operation and maintenance.
- Diagnosing, resolving technical incident of the system through the change, release and interaction management system.

2017 – 2018

IT Support - Australian Diabetic Education Association (ADEA)

- Providing technical support and maintenance for the ADEA website using HTML, CSS.
- Analyzing website data to identify user goals to improve user's experience.
- Providing IT service helpdesk to assist customers with incident resolution in relation to software and hardware.