

# Ba Hoa NGUYEN

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## PROFESSIONAL PROFILE

Motivated Information Technology student, currently pursuing the Bachelor of Information Technology at the Adelaide University. Strong communication skills, combined with a solid IT background and experience in digital technologies. Quick to learn and adapt to fast-paced environments and new systems, with proven experience delivering client support and clear explanations in face-to-face settings. With a positive mindset, resilience and commitment to lifelong learning, I am eager to contribute by delivering professional, customer-focused service and client support both in person and in a digital environment.

## SOFT SKILLS

- Strong communication skills, with proven experience as an English tutor.
- Excellent time management, demonstrated by effectively balancing multiple tutoring sessions and academic commitments.
- Effective problem-solving, developed through tutoring and IT coursework, now applied in resolving challenges and adapting to customer needs.
- Strong adaptability and resilience, being able to learn quickly and adjust to new environment and technologies while maintaining professionalism under pressure
- Collaborative team player, with the ability to effectively work along with others to achieve shared goals.
- Attention to detail, transferable to cash handling, inventory management, and store operations.
- Bilingual communicator (English and Vietnamese)

## TECHNICAL SKILLS

- **Microsoft Office Suite:** Proficient in documentation, reports and record-tracking.
- **Design tools:** Experience with Figma for visual communication, Adobe Premiere Pro and CapCut for media creation and editing.
- **Programming/IT:** Solid foundational knowledge in Python, with additional exposure to C/C++, Java, Web technologies (HTML, CSS, JavaScript, SQL) from coursework.
- **Libraries/Frameworks:** React, Bootstrap, Next.js, Tailwind CSS

## EDUCATION & QUALIFICATIONS

**Bachelor of Information Technology** – University of South Australia, Australia

Jul 2024 – Present

- Expected completion: **July 2027**
- **GPA:** 6.18/7

**Bachelor of Information Technology** – International University, Vietnam

Sep 2022 – Feb 2024

- **GPA:** 2.97/4.0
- **Major:** Computer Engineering

## PROFESSIONAL EXPERIENCE

**Freelance English Tutor** - Vietnam

Aug 2022 – Aug 2023

### Key responsibilities

- Delivered personalised, result-driven lessons tailored for individual goals, ensuring clear, easy-to-understand explanations.

- Consistently exceeded client expectations, with students achieving top exam scores and strong proficiency results.
- Adapted quickly to diverse client needs, resolving challenges and maintaining a positive customer experience.
- Communicated complex concepts clearly and confidently in a simple and supportive manner to improve student understanding.
- Maintained accuracy and attention to detail in student works and progress, providing help where needed.
- Organised and managed multiple teaching sessions, demonstrating strong time management, reliability and ability to meet performance targets.

#### Achievements

- Significantly improved students' English skills, with many achieving top scores (**9/10**) in high school exams.
- Supported students to attain top results in the Cambridge FLYERS English proficiency test, with many scoring **4/5** across all sections.

#### AWARDS

- Awarded the University of South Australia International Merit Scholarships. **Jul 2024 – Present**

#### LANGUAGE SKILLS

- Fluent in English and Vietnamese (verbal and written).
- IELTS Academic: **7.5**