

HENRY AGUSTIN

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◦ DETAILS ◦

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◦ LINKS ◦

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[Instagram](#)

[Henry Agustin \(@henry.cook.fly\) •](#)

[Instagram photos and videos](#)

[Github](#)

<https://github.com/Hagustin>

◦ SKILLS ◦

Client Relationship Management

Technical Consultation & Support

Effective Communication &
Collaboration

Excellent Customer Service Skills

Project Management & Team
Leadership

👤 PROFILE

Driven and adaptable professional transitioning into the FinTech and IT industry, with a strong foundation in full-stack development, problem-solving, and client engagement. Proven expertise in collaborating across teams, delivering exceptional results, and utilizing technical knowledge to address complex challenges. Passionate about applying technical and interpersonal skills to a client-facing role in a dynamic environment like FactSet.



EMPLOYMENT HISTORY (MOST RECENT)

Middle Manager – MCG Culinary Operations, Production Kitchen/Sous Chef

November 2022 — Present

- Directed daily operations in high-pressure environments, applying organizational skills to streamline workflows.
- Collaborated across departments, ensuring quality and consistency in services and production.
- Mentored and managed teams, fostering a culture of collaboration and excellence.

Air Cargo Freight Officer at WISEWAY (Full time)

March 2022 — November 2022

- Utilized CargoWise software for freight management, ensuring compliance and accurate data entry.
- Resolved logistical and documentation issues, demonstrating problem-solving capabilities.
- Maintained efficient workflows by troubleshooting procedural challenges and supporting team operations.



EDUCATION

Monash University | Full Stack Development Certification (*Expected Completion: February 2025*)

Comprehensive training in web and application development, IT infrastructure, and modern frameworks.

Bachelors in applied science (Business Operations) (Aviation), RMIT - Melbourne, Melbourne, Australia

January 2019 — October 2021

Fundamentals of Operating Systems (Codecademy) online certification

Projects

Forecastify Weather Dashboard

- Designed a user-friendly weather application using OpenWeather API, JavaScript, and React, showcasing technical skills and teamwork.

CryptoLab (Personal Project)

- Built a foundational understanding of blockchain concepts through hands-on exploration and coding exercises.
- Experimented with cryptocurrency-related technologies, enhancing knowledge of distributed systems and financial tech solutions.

FlexPay (Dream Project)

Vision: A fintech platform connecting rural communities and underserved areas in the Philippines through mobile-based digital payment solutions and banking integration.

Features: User authentication, digital wallet, QR code transactions, transaction history, and chatbot integration.

Tools: React, TypeScript, Chakra UI for styling, Apollo Client for GraphQL, and NoSQL database integration.

Goal: Modernize financial transactions, empower local businesses, and attract foreign investments.

Key Achievements

- Successfully transitioned into the IT industry through targeted education and real-world project experience.
- Completed technical projects that showcase adaptability, creativity, and technical proficiency.
- Recognized for problem-solving and collaboration in diverse professional settings.

Technical Skills

- **IT Tools & Support:** Troubleshooting hardware/software issues, incident resolution, user network access.
- **Technologies:** Microsoft Windows, Microsoft Office Suite, CargoWise, remote desktop tools, database systems.
- **Programming & Development:** JavaScript, TypeScript, React, Node.js, SQL.
- **Soft Skills:** Analytical problem-solving, team collaboration, process documentation, and attention to detail.

REFERENCES

References available upon request