
TRUONG, VINH PHUC

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Java Software Engineer

Summary

As a Java Developer and a Product Analyst, I work with multiple clients from different companies and countries. My troubleshooting and self-research skills provided helpful guidance for team, as well as high quality deliveries to customers. Now it's time to take on greater challenges which will utilize my meticulous attention to details and professional manner.

Work Experience

2015 - Present

Java Software Engineer

DXC Technology (formerly CSC Vietnam)

Assisted customers with product issues on their development / production environments.
Implemented custom solutions to match clients' business requirements.

Product: FirstDoc

Clients: Roche, Takeda, Eisai Pharmaceuticals, Daiichi Sankyo, ...

Technology stack: Java Core, Spring, SOAP/REST, JavaScript, Bindows, ...

- Identified and resolved L3 client issues of FirstDoc, applying well-trained domain knowledge to point out the workarounds/ root causes.
- Provided general guidelines on current product functions and configurations on client's demand.
- Conducted web-ex meetings with clients to resolve issues with high urgency.
- Implemented L4 custom solutions from clients, from requirements gathering, efforts estimation, documentation, development and testing.
- Setup replicated environments on client requests to better handle tough issues, and for customizations development.
- Performed research on product's new integrations.
- Directed and supported other agents as mentor and subject matter expert in managing escalated issues.

Education

2010 – 2015 **Computer Science**


@Ho Chi Minh City University of Technology

Core Competencies

- Coding Quality
- Development Process
- Full-stack Development
- Team Collaboration
- English Communication
- Customer Communication
- System Management
- Technical Support
- Troubleshooting

Skills


Hardware/Systems

 Windows Server 2008/2012, Linux RedHat 6.3, Networking, ...


Databases

 Oracle, MySQL, MongoDB

Backend Technologies

 Java Core, Spring Framework, Hibernate, ...


Frontend Technologies

 HTML, CSS, AngularJS 2(4), JavaScript/ jQuery

Supplementation Skills

 Git/SVN, Docker, Elasticsearch, Tomcat/Weblogic, Gradle/ Maven

Languages

 English Proficiency | BULATS 92