## **Dang Bao Long**

#### **Technical Support**

Date of birth: Jan 17, 2001

Gender: Male

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#### **OBJECTIVE**

A highly motivated Technical Support professional with a strong problem-solving mindset and 2 years of experience in troubleshooting, customer support, and web technology. Seeking to leverage my expertise in Shopify and frontend debugging to provide seamless support and enhance user experience.

#### **EDUCATION**

8/2019 - 10/2022 **APTECH** 

Studying Advanced Diploma in Software Engineering

Degree grade: Credit

#### **TECHNICAL SKILLS**

Programming Languages JavaScript & TypeScript, C#, PHP, Java

Frameworks/Platforms Angular

jQuery, Bootstrap

ASP.NET MVC, Web API, Entity Framework

**Database Management** 

**Systems** 

Microsoft SQL Server, MySQL

Implement automation

testing

Selenium, Katalon Studio

Bug Tracking Tools Jira

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API Testing Tools Postman

Foreign Languages English - Intermediate

Others Shopify & Web Technologies

Time management Problem-solving

**Bug Tracking & Defect Management** 

Teamwork and Collaboration

Communication

**Customer-Centric Mindset** 

01/2023 - Now

#### **FireGroup**

Junior Technical Support Executive

#### Project:

- Ali Reviews: Kudosi Reviews
- Transcy
- · One Mobile
- Swift SEO Page Speed Optimizer

#### **Technologies:**

- HTML/CSS/JavaScript
- Liquid template language
- DevTools
- Project management software: Jira

#### Responsibilities:

- Conducted manual testing on internal applications to identify defects.
- · Conducted application testing and logged bugs using Jira.
- Send requests and unresolved problems to the appropriate resource (software engineers, QC, or product development), and follow up until the issues are fixed entirely or a workaround is offered.
- Figure out solution/workaround, and guide customers, with assistance from the customer support team, to fix reported issues.
- Provide feedback on the efficiency of the customer support process and create, improve, or deliver training as needed.

#### **PROJECTS**

#### **OceanGate**

(05/2020 - 06/2020)

Customer	Aptech
Description	- Our team conducted the website design to buy and sell goods online to help the stores grow faster, helping the store owners to manage their stores in a better way.
Team size	3
My position	Developer
My responsibilities	- Shopping cart feature development and UI - Review code - Optimize code - Bug Fixing
Technologies used	- HTML/CSS/JavaScript - jQuery, PHP - MySQL

#### **MOVIE TICKET BOOKING SYSTEM**

(10/2020 - 11/2020)

Customer	Aptech
Description	- This is the software that helps people buy movie tickets convenient, anytime, anywhere from right on your compuer.
Team size	3
My position	Developer
My responsibilities	- Develop the feature of booking movie seats and movie tickets.

	- Review code - Optimize code - Bug Fixing	
Technologies used	- Java - MySQL	

# OnlineAptitudeTest (06/2021 - 07/2021)

Customer	Aptech
Description	- This is a job recruitment website that has a quiz function for the position that candidates must pass in order to move on to the interview stage.
Team size	5
My position	Team Leader, Developer
My responsibilities	<ul> <li>- Analysis and design function for admin page and candidate page</li> <li>- Development</li> <li>- Review code</li> <li>- Optimize code</li> <li>- Bug Fixing</li> </ul>
Technologies used	- ASP.NET MVC, Entity Framework - SQL Server

### MusicOnline

(01/2022 - 02/2022)

Customer	Aptech
Description	- This is a social network for sharing information about music, allowing to listen to online music including various genres and/or other content posted by Users.
Team size	5
My position	Developer
My responsibilities	- Analysis and design - Development music play and UI - Review code - Optimize code - Bug Fixing
Technologies used	- JavaScript, Java - Spring Framework - MySQL