

# Quang Khanh Hua

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## PROFILE

- Motivated and enthusiastic graduate student pursuing dual Computer Science and Data Science degrees at the University of Western Australia. Strong passion for technology and data analysis
  - Fast learner with strong problem-solving skills, teamwork, leadership, and project management abilities
  - Adaptable and confident in delivering innovative solutions to complex problems
  - Excellent analytical and problem-solving skills and a team-oriented approach make me an asset to any organization seeking a skilled software developer
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## EXPERIENCE

### PTC Phone Tech & Comm

April 2022 - Present

#### Sale/Technician

Ensure top-notch customer service and technical support to boost sales of phone accessories and repair services, enhancing customer satisfaction and store success.

- Collaborate with team members to reach sales targets using effective up-selling, cross-selling, and promotions
- Deliver technical support for phone accessories and repair services, ensuring prompt resolutions and satisfied customers
- Diagnose and troubleshoot technical issues using specialized methods and expertise
- Perform customer-focused repairs, providing high-quality results and durable solutions

### Neurological Council of Western Australia

February 2023 - May 2023

#### SharePoint Developer

- Cooperated in SharePoint development project, including requirement analysis, design, coding, and testing phases
- Analyzed business requirements and crafted software requirement specifications
- Produced technical documents, including deployment guides and user manuals
- Transformed information sharing by designing and implementing an MS SharePoint
- Constructed Document Management System (DMS) with metadata categorization and personalized permissions for different groups of users
- Identified software defects in both pre-and post-go-live phases
- Partnered with technical and non-technical staff and contractors at various levels

## TEKY ACADEMY

April 2021 - March 2022

### Teaching Assistant

Supported lead teacher coaching top-notch STEM education for K-8 students, fostering academic growth and engagement.

- Assisted in developing and executing lesson plans alongside lead teacher
- Crafted engaging classroom lessons and homework materials for students aged 7-15
- Guided students in learning by answering questions and offering constructive feedback
- Instructed students on software and digital tool usage for enhanced learning and creativity

## GaraSTEM

September 2020 - March 2021

### Internship Trainee

- Engaged in development of a robotics program as an Intern Trainee
- Trained STEM students for contests and national competitions
- Acquired valuable event coordination and management skills, streamlining processes and increasing overall event

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## SKILL

- **Soft skills:** fast learner, problem-solving, teamwork, leadership, project management, adaptable
- **Technical skills:** Java, Git, Database Management System (DBMS), SQL, MongoDB, Back-End Web Development, Software Development, Object-Oriented Programming (OOP), Software System Engineering, Linux

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## EDUCATION

### The University of Western Australia

February 2021 - December 2023

Bachelor of Science – BS, Computer Science

- GPA: 6.0 / 7.0 WAM: 74.48
- UWA Global Excellence Scholarship