Le Quang Hai (Technical Support Engineer)

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OBJECTIVES

A Computer Science student with a strong aptitude for technology. Committed to delivering timely and high-quality technical support, utilizing analytical skills and problem-solving abilities. Eager to contribute to customer satisfaction and resolution of technical issues while developing expertise in the field.

WORK EXPERIENCE

Private Teaching Tutor | Freelance   **September 2022 – June 2023**
- Substantially enhance learning motivation by cultivating a supportive and creative learning environment.
- Communicate regularly with parents to update progress and resolve any issues or feedback.
- Achieve a **20%** improvement in learning outcomes and parent's satisfaction after **6** months.

PROJECTS

Digital Transformation on Lang Biang Farm - subject Computing Technology Design Project (Link)
- Handle a real business project in a cross-functional team with **Agile** methodology.
- Proficiently enhance collaboration and documentation by using **Jira** and **Confluence**.
- Regularly escalate and adapt to risks and issues by holding meetings with team members and stakeholders.
- Outline strategy for transitioning a traditional business into a tech-savvy operation within **4** months.

TikTok Clone with ReactJS (Link)
- Develop a 100% replica of TikTok, precisely emulating its user experience as a client-side rendering platform.
- Enhance dynamic content utilizing third-party RESTful API, while implementing a ReactJS frontend for UI.

Course Management Website (Link)
- Implemented server-side rendering application with **ExpressJS** following the MVC model.
- Enabled interaction with **MongoDB** to perform CRUD operations.

Swin Adventure Console Game – subject Object-oriented Programming (Link)
- Develop an interactive game applying OOP concepts and robust error prevention through **unit testing.**

EDUCATION

Swinburne University of Technology, Ho Chi Minh campus   **Expected Graduation: April 2025**
- Bachelor in Computer Science (GPA: 3.5)
- Best performer on subjects: Network and Switching, Computer System, Data Structure, Introduction to AI
- Google Development Student Club Leader 2024

Tran Dai Nghia high school for the gifted, Ho Chi Minh city   **2019-2022**
- Specialized in Mathematics

CERTIFICATES

- IT Support Specialization by Google
- Project Management Specialization by Google
- Automation Specialization by Google
- Data Analytics Essential by Cisco
- Cloud Associate by AWS

SKILLS

- Programming Languages: C#, C++, JavaScript, Python, Java, Bash, SQL
- Database: Microsoft SQL, MySQL, DynamoDB, MongoDB; Management tools: Jira, Confluence; AWS cloud services
- Libraries: ReactJS, ExpressJS, TailwindCSS, TensorFlow, Winform App

PROFESSIONAL REFERENCE

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