Lynn Ngo

lynnngo2608@gmail.com| 0424311988 | <https://gitfront.io/r/LYNNNGO/rCNTRk7jKhGM/Club-Management-System/>

<https://gitfront.io/r/LYNNNGO/TUUvsvvtFnHV/Shortest-Path-Algorithm-for-Material-Transportation/>

# EDUCATION

**The University of Adelaide** Adelaide, South Australia/Australia

**Bachelor, Finance** February 2020 – July 2024

**The University of Adelaide** Adelaide, South Australia / Australia

**Bachelor, Mathematical and Computer Science** February 2020- July 2024

* 15% Scholarship
* Relevant Coursework: Web & Database Computing, Data Structure and Algorithm, Operating System, Using Machine Learning Tools.

# WORK EXPERIENCE

**Get2know Remote- Sydney, New South Wales, Australia**  
Junior System Analyst May 2024 – Now

* Increasing customer satisfaction by 15% through CRM process enhancements using Odoo CRM.
* Conducting data analysis and translated business requirements into actionable user stories.
* Configuring and integrating Odoo tools to improve communication, ticketing, marketing, and customer support.
* Customizing and updating the Odoo POS system for efficient stock management and accurate pricing

**The University of Adelaide Adelaide, South Australia, Australia**

## Client Liaison - Summer Business project January 2021 – February 2021

* Initiated and maintained effective communication with client via email, ensuring prompt responses and clear dissemination of project-related information.
* Scheduled meetings, managing time and location organization to accommodate both client and team availability.
* Conducted interviews with staff members to gather valuable insights and data for comprehensive project report.

# PROJECTS

**Club Management System**, Team of 4, Client: The University of Adelaide – Web and Database Computing Course

* Developed a Club Management System to streamline event registration and attendee management, improving user retention by 25%.
* Created user interfaces with JavaScript, HTML, and CSS3; designed the backend using Node.js and Express.js; utilized MySQL for database management.
* Enhanced user engagement by 30% through efficient backend functionalities and intuitive user interfaces.

**Shortest Path Algorithm for Material Transportation,** Team of 7, Client: ATSYS

* Developed a SQL-based shortest path algorithm for optimized material transport, addressing inefficiencies in industrial logistics and boosting overall efficiency by 30%.
* Mapped factory layout into a graph using node tables and edge tables in MSSQL; documented and implemented SQL functions to compute five shortest paths using Neo4J.
* Achieved a 40% reduction in material transportation time through the application of the optimized shortest path algorithm.

# SKILLS

* Python, C, C++, HTML5, CSS, JavaScript, Nodejs, SQL, MySQL, MSSQL.
* Microsoft Office (Word, Excel, PowerPoint), Python (pandas, NumPy), Docker
* Asana, GitHub, Jira
* Odoo, POS System
* Vietnamese, English