

Phuc Nguyen (Orchard)

Information Technology Student at RMIT

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Ambitious Information Technology student with expertise in data analysis, cybersecurity, and cross-functional collaboration. Experienced in managing tech projects from web platforms to data dashboards. Background includes Product Management, ESL teaching, content creation, and interpretation work, enhancing communication and cultural bridge-building skills. Proficient with Python, SQL, JavaScript, and Google Workspace. Fluent in English (IELTS 8.5) and Vietnamese, conversational in Chinese and Japanese.

Experience

- **Product Management Intern - Hello Health Group** *Aug 2025 - Present*
 - Leading improvements for an AI customer service chatbot, boosting O2O user engagement on the health aggregator platform.
 - Collaborating with design, engineering, and marketing teams to deliver new chatbot features and enhancements.
 - Writing PRDs, user stories, and acceptance criteria to align development efforts.
 - Conducting UAT, logging bugs, and ensuring timely resolution through Jira.
 - Analyzing chatbot data to identify usability issues and proposing data-driven improvements.
 - Maintaining product documentation and tracking tools to support cross-team coordination.
 - Contributing to the end-to-end digital product lifecycle across multiple SEA markets.
- **Part-Time English Teacher - Liam English** *Feb 2025 - Present*
- **English and Chinese Interpreter — 2H Medical JSC** *Jun 2024 – Jan 2025*
- **Social Media Content (English Version) — Madame De Dalat** *Jun 2024 - Dec 2024*

Projects

- **Applied Data Science Lab- World Quant University** *May 2025 - June 2025*
 - Creating an interactive Dash web application to visualize findings of a K-means model to communicate insights on financially vulnerable households.
 - Building Random Forest and Gradient Boosting models to predict potential bankruptcy in Poland.
 - Building Logistic Regression and Decision Tree Classifier models to predict Earthquake damage in Nepal.
 - Building AutoRegressive and AutoRegressive Moving Average models to predict Air Quality and PM2.5 readings.
 - Building Linear Regression and Ridge models to predict housing prices in Buenos Aires and Mexico City.
 - Data Analysis of a dataset with 21,000 properties for sale in Mexico to determine whether property size or location had a bigger impact on price.
- **Bachelor of Information Technology Program - RMIT Saigon South** *Feb 2024 - Present*
 - Mock E-commerce Website with AI Review Recommendation Predictions, with NLP text processing.
 - Building a full stack website (VinaSoul) that acts as a platform to connect tourists with English-speaking tour guides to promote local tourism, enabling tourists to experience Vietnam on a genuine level, to experience for themselves the Vietnam that Vietnamese people hold dear.
 - Designing a fully functional Network Structure for a 4-story building complex for the start-up industry with both physical layout and logical layout configuration and IoT devices.
 - Building a website to represent statistics on Climate Change across different countries and building interactive subset makers for researchers to be able to easily filter and subset data.

Education

- APPLIED DATA SCIENCE LAB - WORLD QUANT UNIVERSITY *May 2025 - Jun 2025*
- BACHELOR OF INFORMATION TECHNOLOGY - RMIT UNIVERSITY *Feb 2024 - Oct 2026*
- HIGH SCHOOL DIPLOMA - SINGAPORE INTERNATIONAL SCHOOL *Aug 2020 - Jun 2023*
 - ACT: 35/36
 - Dux Award (Highest Overall Achievement)
 - Maths Champion Award
 - Literature Champion Award

Skills

- Full-stack Web Development
- UI/UX Design
- Languages: Python, Javascript, Java
- Security Testing (Firewall, Snort, IDS/IPS, Vulnerability scanning, etc.)
- Data Visualization
- Power BI
- Machine Learning
- Confident Public Speaking

Languages

- English: IELTS 8.5, CEFR C2
- Vietnamese
- Chinese: HSK5
- Japanese: N5