

# Phuc Nguyen (Orchard)

Information Technology Student at RMIT

✉ orchid.phucnguyen@gmail.com

🌐 <https://npm-phuc.github.io/>

📞 (+84) 0799 324 963

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

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- 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

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- 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

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