NHAN KHANG LE

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Software Engineer: Full Stack Debugger - UI Performance Optimization - Brand Representation

Junior developer able to recognize complex problems and troubleshoot issues to develop solutions within the software development lifecycle. Skilled at collaborating with co-workers for goal-oriented results.

CORE COMPETENCIES

· React, Redux	· NodeJs, NPM	· Client satisfaction
· JavaScript	· Express	· Customer Service
· HTML	· Mongodb	· Perseverance
· CSS	· GitHub	· Relationship Building

EDUCATION

Software Engineering Bootcamp | Per Scholas   (2022)

EXPERIENCE

Nail Technician   **Snappy Nails | Denver, CO**   **(2021 - 2022)**

Provide manicure-pedicure services and listen to customer needs to archive client satisfaction.

- Built sustainable relationships with customers to keeps the stability of the Shop's revenue.
- Met with clients to discuss needs, service preferences, and special requests.
- Performed a high volume of daily tasks in gel, acrylic, and natural manicures.
- Enforced safety procedures following facility policies and government regulations.

Ticketing Supervisor   **Hoian Impression Theme Park | Viet Nam**   **(2020 - 2021)**

Supervise ticket procedure, handle customer-request questions, and provide solutions?

- Promoted three time in three different roles resulting in promotion to Ticketing Supervisor.
- Coordinated with city officials to provide event coordination and sales to promote tourism and cultural experiences.
- Trained employees on best practices and protocols while managing teams to maintain optimal productivity.
- Researched Sales Management System to support the marketing team and sales.

Bellman   **Sheraton Grand Da Nang | Viet Nam**   **(2017 - 2020)**

Provide services at one of the most prestigious hotels in Viet Nam

- Provided support for Asia-Pacific Economic Cooperation(make it shorter) (APEC Viet Nam 2017), an international event which consisted of 30 ministers and presidents from around the world.
- Served as a member of the primary front-office pre-opening team and readied the hotel for APEC Viet Nam 2017's hosting President within a 14-day turnaround time.
- Worked closely with VIP guests using high-demand security policies to secure resort safety and the privacy of VIP individual.
- Followed brand signature's standard, paid attention to details, responded to guest requests, and quickly handled issues.

Bellman and reception   **Vinpearl Da Nang Ocean Resort and Villas | Viet Nam**   **(2016 - 2017)**

Checked in, modified, and booked future reservations and provided excellent customer service for prominent guests.

- Recognized for reorganizing data to improve billing task completion speed by 60%.
- Promotion from Bellman to Front-desk associate within three months.
- Worked closely with guests using resort's policies to promote safety and privacy of customers.
- Remained professional, demonstrated hotel amenities and escalated property issues to maintain customer's unique experience.