

Paul Le

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Skills

Front-end	HTML, CSS, React, Gatsby
Programming	JavaScript, Java, C
Cloud deployment	AWS (EC2), Heroku, Netlify
Databases	PostgreSQL, MongoDB

Personal Programming Projects

WEB DEVELOPMENT

- » Visit my personal website « **Revamped Personal website** which holds some of my personal projects to date and built using Gatsby
- » Visit page « Space travel agency landing page made with **GatsbyJS and hosted on Netlify**
- » Visit repo « Created a **'Twitter Clone'** using the **PERN (PostgreSQL, Express, React, Node) stack**, shared in a GitHub repository with **comprehensive AWS EC2 deployment documentation** I wrote
- » Visit app « **To-do list** web application project hosted with Heroku **using a non-relational database; Mongoose**
- » Visit app « **'Secrets' web-app** page where users can anonymously share their secrets, **made with Passport.js authentication and a Mongoose database**

Experience

Xplor

Melbourne, VIC

FINANCE COORDINATOR

Jan. 2021 - Present

- **Use SQL to deliver regular reports in the Stripe payments system** on the financial health of over 3000+ client businesses
- **Spearheaded the initiative to begin comprehensive documentation of processes** for the newly formed billing team in a single repository of reference (Confluence)
- **Identified system issues** between teams due to lack of communication and cohesive processes post server data-migration that saw over 30% of customers with inaccurate/invalid outstanding balances
- Solved 1300+ billing cases and support the wider organisation by maintaining, updating and providing accurate billing information

National Australia Bank

Melbourne, VIC

CUSTOMER ASSIST ADVISOR

Jul. 2020 - Nov. 2020

- Supported 350+ customers at NAB with their accounts and enquiries to achieve an NPS score above 80% by engaging with each customer to gain a holistic picture of their situation
- Identified a major system issue which triggered early reversals of moratoriums and payment reductions

Optus

Melbourne, VIC

SALES CONSULTANT

Nov. 2018 - Jul. 2020

- Consistently ranked #1 in cross-selling products across store and region, boosting sales by \$110k+ per month
- Achieved and maintained a 97% NPS score by providing an exceptional customer experience for every customer

180 Degrees Consulting

University of Melbourne

CONSULTANT

Aug. 2019 - Aug. 2020

- **Analysed website traffic data using Google Analytics** to implement a digital marketing strategy that improved website traffic by 25% for a Cambodian-based social enterprise that empowers women and their community
- Investigated hypothetical revenue streams and cost-optimisation strategies for a non-profit media company in Melbourne
- Prepared slide decks with visualised data and presented to directors and executives of small non-profit organisations

Students' Association of Marketing and Management

University of Melbourne

SPONSORSHIP DIRECTOR

Mar. 2019 - Jun. 2020

- Secured sponsorships with leading organisations in the consulting, FMCG and marketing industry such as BCG, Mecca and L'Oreal
- Represented the association in liaising with potential sponsors and maintained relationships with existing partners
- Assisted in procuring events with organisations such as Amazon, Deloitte Digital and ANZ

Education

University of Melbourne

Melbourne, Victoria

BACHELOR OF COMMERCE, FINANCE & ECONOMICS

2017 - 2020

- Achievements: WooliesX (Woolies Digital arm) x BusinessOne Intervarsity Case Competition Finalist (2020)