

Paul Le

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A design-minded, aspiring developer, specialising in front-end and full-stack development.

/skills

/front-end HTML, CSS, React, Gatsby
/back-end JavaScript, Java, C++, C
/cloud AWS, Heroku, Netlify
/databases SQL, PostgreSQL, MongoDB

/programming-projects

WEB DEVELOPMENT

- » **Visit my personal website** « My personal website built using Gatsby, React
- » **Visit sample landing page** « Space travel agency landing page made with Gatsby and hosted on Netlify
- » **Visit repository** « My 'Twitter Clone' web app build using the PERN stack, with the AWS EC2 deployment process documented by me in the README.md
- » **Visit to-do list app** « A to-do list web app hosted with Heroku using MongoDB
- » **Visit 'Secrets' app** « 'Secrets' web app where users can anonymously share their secrets which includes Passport.js authentication and built with MongoDB and Express

/experience

Xplor

Melbourne, VIC

FINANCE COORDINATOR

Jan. 2021 - Present

- Scripted and implemented regular scheduled reports in Stripe Sigma using SQL to provide insights to key internal stakeholders on the financial health of over 3000+ clients
- Lead in the creation of documentation around the billing processes and pipeline in Confluence
- 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
- Maintained a perfect compliance score of 100-A across all performance reviews
- 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 visualised data and presented to directors and executives of small non-profit organisations

/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)
- Relevant Coursework: COMP10001 Foundations of Computing, ECOM20001 Econometrics 1, ECOM30002 Econometrics 2