

ABOUT ME

- I have built my career around vast IT knowledge and customer services, combine with strong communication skills and an energetic attitude. It allows me to be a team player, help support my team, and identify and create solutions within businesses. From technical issues with tools or equipment to a client inquiry, I know my team can count on me.
- IT in general is changing consistently, with new technologies and applications being developed every day. And I want to be a part of it, I want to expand my skills and experiences within it. To me, it is never too late to learn and there would be always space for improvement. It could be in a classroom setup, but nothing can beat a hand on experience.

EDUCATION - CERTIFICATION

Keysborough College - 2015

Deakin University

Bachelor Of Information Technology, 2023-2026

Apple Certified Technician

EXPERTISE

- Digital Marketing - Digital Design
- Negotiation
- Customer service- B2B.
- Stock/ Inventory Management
- Team Leading, planning
- Excel/Word - Office Suite
- Bilingual Vietnamese-English
- Blancco, Data Security
- Beginner Python, C++, HTML, CSS...

Experience

○ 2019 - On Going

PhoneCycle | Doncaster East VIC 3109

Head Of Technical Department

Serve as team leader for the technical team since 2020. Directly assist in develop and troubleshoot PhoneCycle's internal Mobile Diagnostic software. Create additional buyback and sell channels.

Directly work with director to expand, improve and optimize business internal process and efficiency.

Responsible and maintaining e-commerce with 100% positive feedback.

Provide continuing technical support for the director and the Account Manager team.



2016 - 2022

Hello Phone Service |
Springvale

On-site manager | Part-time

Responsible For the technical aspect of the business when on Duty.

Training new staffs for Phone Repair and Customer Service Work With an overseas software

Key Achievements:

- 212% sales increase on E-commerce sale channel between 2021-2022, with monthly sales at \$50,000.00
- Obtain Apple Independence Repair Provider and be certified to work on Apple Devices.
- Create workflow for non-mobile device buyback.
- Reduce 75% business cost for buying accessories (negotiate with oversea suppliers and cut down middle man).
- Code a online scraping tool for internal use(Python).

2016 - 2019

AMT Electronics | Melbourne VIC 3000

Senior Computer/ Phone Technician

- Sales assistant: Assist customer with product, demonstrate and making sales.
- Phone/Computer Technician: Repairing hardware and software
- Placing order/Negotiate with supplier.
- making call for customer and their inquiries and assist them over the phone.

dev Team to custom a version of ERPNext for the business (create workflow and business requirements)

Hobbies



My favorite band since high school is Simple Plan, still rock on with their old albums.



I enjoy immersing myself into the world that a good movie creates. A story can only be as good as its characters.



What better than just watching a story, play and be a part of its story. My long time dream is being a game collector, physical disk over digital download.

REFERENCES

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