

# AARON TRAN

## FOURTH YEAR SOFTWARE ENGINEERING/COMMERCE STUDENT

### CONTACT

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### EDUCATION

#### Monash University

Bachelor of Engineering (Honours)/  
Bachelor of Commerce

Graduating 2025

GPA: 3.83/4.00

WAM: 86.89

Objected Oriented Design and Implementation -  
Grade: 91

Computer Architecture - Grade: 90

Databases - Grade: 89

Software Quality and Testing- Grade: 93

#### Nossal High School

Graduated 2020

### TECHNICAL SKILLS

- Python/PyTorch
- Java
- HTML & CSS
- JavaScript & TypeScript
- React
- Scrum and Agile Methodologies
- Version Control (GitHub)
- CI/CD
- SQL
- MongoDB

### SKILLS

- Organisation and planning skills
- Written and verbal communication
- Teamwork and flexibility
- Willingness to learn
- Customer service

### AWARDS

Deans List Honouree - Monash University  
2021/2022

Reach Award - NAB  
2023

### REFERENCES

Available Upon Request

### SUMMARY

High-achieving student with professional experience in addition to skills in over 7 years of experience in various industries. Seeking a placement in the technology or financial sector to leverage acquired education and experiences. Committed to life-long learning and continually seeking opportunities for personal growth.

### EMPLOYMENT HISTORY

#### Customer Assist Advisor/Business Assist Advisor

NAB

Aug 2023 - Present (8 months)

- Negotiated payment arrangements for retail and business customers, covering secured and unsecured loans through over 50 calls a day.
- Obtained multiple 100% scores on call audits demonstrating adherence to regulatory and internal compliance standards.
- Achieved the NAB Reach Award, due to demonstrating a dedicated commitment to learning and providing exceptional customer service.
- Involved in mentoring and training new team members.

#### Customer Contact Representative (COVID Hotline Campaign)

Acquire BPO

Jul 2021 - Oct 2021 (4 months)

- Leveraged extensive knowledge of COVID regulations as a call centre representative for the COVID hotline in Victoria.
- Responded to customer enquiries about relevant COVID safe information and vaccination queries through over 40 inbound and outbound calls a day.
- Obtained multiple 100% scores on call audits demonstrating adherence to regulatory and internal compliance standards.

#### Private Tutor

Self-Employed

Jan 2021 - Present (3 years)

- Over 500+ hours of experience of tailored one-on-one tutoring.
- Taught various levels and subjects from VCE Chemistry, VCE Specialist Mathematics, VCE Mathematical Methods and Year 8 Mathematics.
- Led group discussion while encouraging students to develop study methods to enhance academic performance.

### OTHER RELEVANT EXPERIENCE

#### AI Engineer

Monash DeepNeuron

Aug 2023 - Present (8 months)

- Worked together in a university team with more than 100 members on various Deep Learning technical projects in different fields.
- Participated in the recruitment process by evaluating applicants based on alignment with the club's objectives.

### PROJECTS

(REFER TO GITHUB FOR MORE)

#### Google Calendar Pay Calculator - Python/Tkinter - Personal

- An application that retrieves shifts put in Google Calendar and calculates the fortnightly after-tax pay.
- Created an appealing GUI to enhance usability.
- Involves the use of the Google Calendar API.

#### Dermoscopic Classification - Python/PyTorch

- Developed a multiclass CNN model to automate skin cancer classification within dermoscopic images (HAM10000 dataset).
- Collaborated with a fellow member of Monash DeepNeuron to efficiently utilize version control systems.