

# AARON TRAN

## THIRD YEAR SOFTWARE ENGINEERING/COMMERCE STUDENT

### CONTACT



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[aarrroon.github.io/personal-portfolio/](https://aarrroon.github.io/personal-portfolio/)



Melbourne, Australia

### SKILLS

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

### TECHNICAL SKILLS

- Python
- Tkinter
- Java
- HTML & CSS
- JavaScript & TypeScript
- SQLite
- React
- Scrum and Agile Methodologies
- GitHub
- Data Structures & Algorithms

### EDUCATION

#### Monash University

**Bachelor of Engineering (Honours)/**

**Bachelor of Commerce**

Graduating 2025

**GPA: 3.80/4.00**

**Deans List Honouree** - 2021/2022

FIT2099: Objected Oreinted Design and  
Implementation - Grade: **91**

FIT3159: Computer Architecture - Grade: **90**

ENG1003: Engineering Mobile Apps - Grade: **88**

ECC1000: Principles of microeconomics - Grade: **91**

#### Nossal High School

Graduated 2020

### SUMMARY

Experienced student motivated and excited for the opportunity to obtain a position that utilises my experience, skills and education. Focused on further developing acquired skills obtained from over 6 years of experience in various industries.

### EMPLOYMENT HISTORY

#### Customer Contact Representative

Acquire BPO

Jul 2021 - Nov 2021 (5 months)

- Leveraged advanced communication, problem-solving and specialised knowledge as a call centre representative for the COVID hotline in Victoria.
- Identified customers' needs, clarified information and managed over 40 inbound and outbound calls a day.
- Obtained multiple perfect scores on random call audits .
- Establish positive relationships with customers by gaining trust in order to deliver a solution.

#### Customer Fulfillment Co-Worker

IKEA

Aug 2021 - July 2023 (≈ 2 years)

- Assisted with picking and packing up to 200 orders a day in a warehouse setting as part of the supply chain staff.
- Worked with other departments and external providers to ensure customers have an improved shopping experience exceeding their expectations.
- Displayed the ability to juggle tasks in a fast-paced environment while demonstrating attention to detail.
- Consulted with customers to offer detailed information and assistance.

#### Private Tutor

Self-Employed

Jan 2021 - Present (≈ 2.5 years)

- Taught various levels and subjects from VCE Chemistry, VCE Specialist Mathematics, VCE Mathematical Methods and Year 8 Mathematics
- Assisted and encouraged students in developing study methods to enhance academic performance.
- Adapted to each student's needs to maximise their learning

### PROJECTS

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

- 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.

#### Text-Based Elden Ring - Java

- Worked with other developers to develop a roguelike game based on Elden Rings.
- Strong emphasis on OOP Principles to enhance scalability and future additions to the game.

#### Date Map - HTML/CSS/JavaScript

- A web-based application that saves a collection of activities such as restaurants.
- Involves the use of MapBox and GeoCoding APIs.