

Alex Tran

[Portfolio Website](#)
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EDUCATION

University of Technology Sydney

Dec 2024

Bachelor of Computing Science (Honours), major in Enterprise Systems Development

- **Awards:** Dean's List (2024), High Distinction Average, First Class Honours
- **Relevant Coursework:** Data Structures & Algorithms, Object-Oriented Programming, Database, Networks, AI, Cloud

EXPERIENCE

ICT ServiceNow Developer

March 2025 – Current

- Collaborated with clients such as **Service NSW, Blackmores, Sydney Airport** to analyze and understand business requirements, configuring and customizing **ServiceNow** solutions to align with their **IT Service Management (ITSM)** needs.
- Developed and implemented ServiceNow applications, **workflows**, and custom modules using **JavaScript**, and REST/SOAP integrations to **automate business processes** and improve **operational efficiency**.
- Led the **end-to-end development** of incident, problem, change, and request management workflows within the ServiceNow platform, streamlining IT operations and improving service delivery.

Freelance Web Developer

Jan 2023 – Dec 2023

- Designed, developed, and deployed a professional website for a **non-profit educational organization**, integrating a **custom domain** and **YouTube API** for seamless video content management
- Collaborated closely with clients to understand their needs, translating requirements into responsive and visually appealing website solutions.
- Utilized modern front-end technologies such as HTML, CSS, JavaScript, and React to build **dynamic** and **interactive user interfaces**.
- Ensured **cross-browser compatibility** and mobile responsiveness to provide an optimal experience across devices.
- Provided ongoing **maintenance**, updates, and **technical support**, ensuring the website remained functional and up-to-date.

PROJECTS

Personal Website: <https://alextranportfolio.com/>

Travel Trail: FullStack Advanced Travel Planner. – [View Project](#)

May 2024 – Current

- Designed and implemented a **comprehensive full-stack enterprise** application that allows users to efficiently manage, organize, and share travel activities and locations, utilizing advanced **CRUD** functionality for seamless user interactions with a small user base of **30 users**.
- Leveraged TypeScript, Redux, Firebase, and Next.js to build a **scalable** and **maintainable** codebase with enhanced **performance**, ensuring the app delivers a smooth and responsive user experience.
- Implemented authentication and user profiles with Firebase Authentication, enabling **secure login** and personalized user experiences
- Integrated social media-style interaction features, such as a friend system and **real-time collaboration** between users

Clarichat: AI Interview Program – [View Project](#)

July 2023 – November 2023

- Developed an AI-driven web application as part of a five-member team within a 14-week sprint, utilizing JavaScript, React, Node.js, and Firebase. Integrated the ChatGPT API to simulate interviews, delivering contextual responses to 50+ predefined questions.
- **Implemented Agile methodologies**, conducting **bi-weekly sprints** on **Azure Boards** and managing code via **Git/GitHub** with individual branches, ensuring seamless integration through structured merges into the master branch.
- Optimized deployment pipelines by implementing CI/CD using Azure Pipelines and GitHub Actions, achieving a 95%+ pipeline success rate and 100% test coverage through automated unit testing.

Thoughts: Journal App with AI Assistant – [View Project](#)

May 2023 – July 2023

- **Collaborated** with two developers to design and build an iOS journal application, enabling users to seamlessly record their thoughts. Successfully **integrated a conversational AI**, leveraging OpenAI's API, to provide life advice within a well-being-focused context.
- **Nominated** for the Software Engineering Showcase at UTS TechFest and **invited** to participate in the iOS Hackathon in recognition of innovative implementation.

TECHNICAL SKILLS

Languages: TypeScript, JavaScript, NodeJs, Python, Java, SQL, HTML/CSS

Databases: PostgreSQL, MongoDB, Firebase

Libraries/Frameworks: React.js, Next.js, React Native, Redux, ServiceNow

Developer Tools & Skills: Git, VSCode, Visual Studio, AWS, Azure, Docker, Jira, Agile Development, CI/CD