Sydney, NSW

0410070789
alextran474@gmail.com

Alex Tran

[Portfolio Website](#)
[LinkedIn](#)

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**
- Collaborated in a team of 5 to develop an AI-driven web app in 14 weeks using JavaScript, React, Node.js, and Firebase, integrating ChatGPT API to simulate interviews with **contextual responses to 50+ questions**
- Employed **Agile methodologies** with bi-weekly sprints on **Azure Boards**, managing code with **Git/GitHub**, working on individual branches, and merging updates to master for seamless integration
- Implemented **CI/CD** using **Azure Pipelines** and **GitHub Actions**, achieving over 95% pipeline success rate and 100% test coverage through **automated unit testing and deployment**
- Utilised Firebase as the database for user authentication, updating of interview questions, responses, and history

Thoughts: Journal App with AI Assistant – [View Project](#)   **May 2023 – July 2023**
- I teamed up with 2 other developers to develop an iOS app of our choice, a journal app for users to record their current thoughts at any time and successfully implemented a conversational AI to ask for life advices
- Nominated for the **Software Engineering showcase at UTS TechFest** and was invited to the iOS Hackathon
- Utilised Swift, SwiftUI, used the OpenAI API for the chatbot with a "well-being" prompted context

TECHNICAL SKILLS

Languages: TypeScript, JavaScript, NodeJs, Python, Java, SQL, HTML/CSS
Databases: PostgreSQL, MongoDB, Firebase
Libraries/Frameworks: React.js, Next.js, React Native
Developer Tools: Git, VSCode, Visual Studio, AWS, Azure, Docker, Jira