Nhat Tien Phat Cao

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PROFESSIONAL SUMMARY

Software Engineer with 3-4 months internship experience and a strong foundation from a 3-year software engineering degree. Skilled in object-oriented design and full-stack feature development with emphasis on backend and data-centric applications. Currently deepening expertise in C# and .NET. Recognized as a quick learner and problem solver who embraces feedback to continuously improve.

EDUCATION

RMIT University — Melbourne, Vic
Master Of Data Science — Expected May 2026
> Major in Data Engineering
> Cumulative GPA: 3.3/4.0
> Relevant Coursework: Algorithms and Analysis, Database Concepts, Data Wrangling, Applied Analytics, OOP Design.

Monash University — Melbourne, Vic
Bachelor of Information and Technology (Major Software Development) — Jul 2021 - Jul 2023

WORK EXPERIENCE

BEYOND EV — Melbourne, Vic
Software Engineer Intern — Jan 2025 – Apr 2025
- Developed and deployed 3+ full-stack features in React and Node.js, applying OOP design principles to ensure modularity and maintainability.
- Integrated and optimized RESTful APIs and streamlined deployments with Docker Compose and GitHub workflows, reducing backend response times by 15% and environment setup time by 30%.
- Used Jira extensively to track tasks and manage Agile workflows, ensuring timely completion and clear communication within the development team.
- Participated actively in code reviews and pull request with a focus on clean OOP architecture, providing and incorporating feedback to improve code quality and maintainability.

OPTUS - MASTERLINK — Melbourne, Vic
Service Assistant — Dec 2024 – Present
- Resolved 50+ tier-1 technical support cases weekly using Salesforce (SIM activations, broadband setup, Microsoft 365), leveraging strong communication skills to gather customer requirements, identify needs, and guide decision-making, resulting in consistent 5/5 customer satisfaction ratings and a 25% reduction in escalations.
- Improved service efficiency by 20% through effective use of internal CRM and ticketing systems to log, track, and escalate issues within SLA timelines.

SIDE PROJECTS

PROCESS TRACKER — Sep 2025 - Current
- Applied OOP principles and software design to create a normalized UML/ERD (8+ entities) using Entity Framework Core (code-first), documenting architecture decisions to support scalable task, habit, and workout tracking modules.
- Executed solo Agile sprints (2 weeks) with GitHub Projects to deliver iterative features, including comprehensive requirements analysis and full ownership of the software development lifecycle from design to deployment, while documenting architecture, data model, and build steps for reproducibility.

ADDITIONAL

Technical Skills:
- **Languages & Frameworks:** JavaScript (React, Node.js), TypeScript, C#, .NET 8 Web API, Python, Java, SQL, Pandas, Object-Oriented Programming
- **Backend & Data:** Entity Framework Core, RESTful APIs, MySQL, Data Modeling
- **DevOps & Tools:** GitHub, GitLab, Docker, Jira, Swagger/OpenAI

Certifications & Training: ACS Professional Year Program – ICT Stream