Bommy Nguyen

Front End Developer/Web Development

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PROFILE

Dynamic Web Developer with over 2 year-experience in building front-end landing pages for a wide-array of Australian & American corporate clients. Passionate about building positive relationships with clients to create the best client experience; creating responsive, visually engaging websites using a strong foundation in HTML5, CSS, and JavaScript. Adept at problem-solving, collaboration, and leveraging technology to optimize project outcomes. Enthusiastic about contributing to team success.

CORE COMPETENCIES

TECHNICAL SKILLS	**Web Development:** HTML5, CSS, JavaScript, Bootstrap 5.0, SQL, Python **Tools & Technologies:** Adobe Photoshop, Adobe XD, Zapier, Postman, JIRA, Salesforce
PROFESSIONAL SKILLS	Adaptable, Critical Thinking, Data Analysis, Data Visualization, Project Management Problem Solving, Team Collaboration, Time Management, Effective Communication

PROFESSIONAL EXPERIENCE

INTELLIGENCEBANK | CUSTOMER SUCCESS COORDINATOR
November 2022 – Present

- Developed and customized client-facing web pages using HTML5, CSS, and Bootstrap, contributed to visually stunning and user-friendly solutions.
- Implemented workflow automations with Zapier and JavaScript, streamlined data mapping across multiple platforms, resulting in over $3M revenue boost.
- Collaborated with QA and Product teams to troubleshoot and resolve platform issues, ensured seamless client experience.
- Provided expert technical support to Customer Success Managers, addressed complex client queries and driving satisfaction.

SKYLAR SAFETY | IT HELP DESK AND SUPPORT
February 2022 – November 2022

- Managed and deployed the company website using WordPress and Elementor, optimized its performance and functionality.
- Integrated RTO systems with the corporate website, improved internal operations through seamless automation.
- Provided top-tier technical support, including system configurations, software updates, and network maintenance, improving system efficiency.
- Maintained the company database using MySQL, generated key business reports, analysed data and improving decision-making processes.

SKYLAR SAFETY | ADMINISTRATION
June 2020 - February 2022

- Managed general administrative duties and coordinated communication across teams.
- Processed data using CMS for corporate and public courses, maintaining high-quality control.

EDUCATION

RMIT UNIVERSITY | Bachelor of Business Information System

PROJECTS

DYNAMIC RECORD CREATION & AUTOMATION WITH ZAPIER
- Developed a custom Zapier process to ensure that multiple records were dynamically created in one database when multiple options were selected, followed by proper record creation in another database.

IMPLEMENT ONE-TO-MANY DATABASE INTEGRATION
- Enhanced internal automation by integrating CSAT Implementation data with Salesforce, reducing manual data entry and duplication, saving the team significant 50% of time and improving data accuracy.

CONTENT COLLATERAL TRACKING
- Automated the asset review process, with alerts sent 30 days before review deadlines.
- Managed updates and approvals, ensuring assets were versioned and review cycles restarted automatically.
- Maintained detailed records of all reviews and approvals for audit compliance.

TASK MANAGEMENT AUTOMATION
- Developed and implemented an automated process that triggers alerts and calendar updates whenever a new task is assigned, improving time management and task tracking.
- The automation saved approximately 10% of daily time previously spent manually checking for new tasks, ensuring that all work is delivered efficiently and ahead of deadlines.
- Enhanced personal productivity and workflow by streamlining task management, contributing to consistent on-time project delivery.

USER INTERFACE DEVELOPMENT & COLLABORATION
- Brainstormed and designed a user-friendly interface tailored to the project's theme, colours, and images for Children's Hospital Foundation for a marketing brand refresh project.