Thanh Trung Tran

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Portfolio: ctdev.vercel.app/ | Melbourne 3074

Education

National Academy of Technology

ICT50115 Diploma in Information Technology Completed 2017

Work Experience

Earthworks Labourer, S&C Transcape - *October 2022 to Current (intermittently working from 2013)*

- Family run small business
- Customer interaction via written & verbal communications
- Cash handling
- Machine operations (bobcat, excavator) and general labour

IT Support Officer/Web Developer, Aus Institute of Mining & Metallurgy - *April 2021 to October 2022*

- Providing technical support to over 50 employees in a hybrid work environment
- Proficient in the use of HTML, CSS, Javascript, Github, Node.js
- One of two super users for CMS EpiServer/Optimizely
- Leading of CMS training and onboarding for new users. Oversaw and approved edits from about 15-20 users on top of what was required of my IT Support role
- Liaised/collaborated with other departments and stakeholders on major projects/events such as Digital Transformation (Wordpress to Optimizely), Web Seminars, New Conference Events and General Meetings
- Involved in integration of Google Tag Manager, Google Analytics, pre-production testing, and Search Engine Optimization which were converted to reports that measure metrics, problem areas and track KPIs
- Lead successful A/B tests and experiments to optimize user engagement/experience on various digital products and web pages
- Collaborated with internal and external developers/designers and holding weekly meetings to ensure projects were on track and digital products were optimized
- Cross browser and handheld device testing via both Optimizely & Dynamics, version testing on test website to ensure timely delivery of results
- Conversion of HTML to Email and vice versa
- Some experience in using Photoshop and Video editing

Service Desk Analyst, NEC Australia - *August 2019 to May 2020*

- Providing remote technical support for over 25,000 customers within Transport for NSW
- Experience in logging ticketing systems and applying respective priority levels after providing initial diagnostics and escalating to relevant resolver groups
- Supported over 200 programs/applications on PC's, laptops, mobiles and tablets including the use of technologies such as VPN, Multi-Factor Authentication, Citrix
- Well-versed in key IT programs such as Office 365, Outlook, Active Directory, MDAM

Customer Service Officer, Skybridge - *September 2016 to February 2018*

- Handling of Inbound and Outbound calls to liaise with both clients and technicians to organise a suitable time for NBN systems to be installed in rural Australia
- Heavy focus on being able to reliable communicate with clients in a professional manager and creating rapport - to the point where customers requested for my assistance specifically
- Handling of stock sheets, communications with customers via email, Microsoft Office and receive & handling escalations
- Was given the task of handling customer interactions via email due to online professionalism, etiquette and ability to build rapport, a responsibility of which only 1 other employee was given

Additional roles related to customer service, however more hospitality focused. Details may be provided upon request.

Technical Skills

- Web Development/App Development - HTML, CSS, JavaScript, Github, Git, Google Analytics, Tag Manager, React, Node.js, .Net, SQL, VSCode
- Competent Keyboard skills (100 Words Per Minute Average)
- Specialising in EpiServer CMS with some experience in Wordpress & Shopify

Link to my portfolio in the website above

Interests

- Into Pop Culture - collecting American Comics, board games, plastic model kits
- Drawing - would like to pursue one day as a side business/hobby
- Working on a few web development projects in my spare time
- Actively self-learning Japanese & Korean
- Enjoy traveling solo for new experiences/to get out of my comfort zone

References available upon request