Thanh Trung Tran

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Education

National Academy of Technology
ICT50115 Diploma in Information Technology Completed 2017

Work Experience

IT Support Officer/Web Developer - *April 2021 to October 2022*

- Providing technical support to over 50 employees in a hybrid work environment
- Proficient in the use of HTML, CSS and Javascript
- Installation and diagnostics of hardware and software throughout the workplace
- One of two super users for CMS EpiServer/Optimizely
- Well versed enough to train new users for CMS after about 2-3 months of usage. Oversaw and approved edits from about 15-20 users on top of what was required of my Web Developer and IT Support role
- Liaised/collaborated with other departments to help work on major projects/events such as Web Seminars, New Conference Events and General Meetings

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, Java, JavaScript, PHP, Github, Google Analytics, Tag Manager
- Competent Keyboard skills (100-110 Words Per Minute Average with 98% key accuracy)
- Specialising in EpiServer CMS with some experience in Wordpress & Shopify

Interests

- Into Pop Culture - collecting American Comics, board games, plastic model kits
- Drawing - would like to pursue one day as a side business/hobby
- Actively self-learning Japanese & Korean
- Extremely passionate about fitness - always happy to learn, discuss or offer advice on training/nutrition
- Enjoy traveling solo for new experiences/forcing myself out of my comfort zone

References available upon request