

# Thi Thu Hang Chung

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## Profile

Dynamic and growth-focused professional with strong educational background and 7 years of experience in overseeing project and customer service activities to achieve and exceed predefined performance targets. Possesses resourceful knowledge about software programming and designing to enhance operational efficiency. Looking to utilize project management and customer service skills in combination with software developing skill to start new journey in IT industry.

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## Key Skills

- Software Development: Java, JavaScript, React, HTML, CSS, Bootstrap, jQuery, MySQL, PHP
- Project Management: Jira
- Customer Service and Support: Kayako
- Key Strengths:
  - Communication
  - Collaboration
  - Time management
  - Team leadership
  - Problem solving
  - Patience
  - Multitasking
  - Adaptability

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## Employment History

**GEM Solution, Adelaide, Australia**

November 2022 – February 2023

*Web Developer*

- Worked with a team of experienced developers and designers to bring to life innovative and dynamic websites and web applications.
- Honed skills in Wix, Velo's APIs, Shopify, and front-end development.
- Wix: created custom Wix websites for small business, integrated Velo's APIs to add functionality and enhance the user experience on the website.
- Shopify: gained hands-on experience in setting up and customizing Shopify stores using Shopify Liquid and CSS.
- Front-end Development: built responsive and interactive web pages using HTML, CSS, and JavaScript and React.

**VMSoftware, Kuala Lumpur, Malaysia**

February 2016 – December 2019

*ICT Account Manager*

- Mentored new staff members to enhance professional capabilities.
- Allocated accurate module for all account to manage key accounts.
- Monitored new and ongoing projects to streamline operations.
- Interacted with client to understand business needs and advice best recommendations.
- Liaised with senior management to enhance service efficiency, while coordinating with cross-departmental teams to ensure smooth regulations.

**VMSoftware, Kuala Lumpur, Malaysia**  
**Truong Dung Tourism Co., Ho Chi Minh City, Vietnam**  
*ICT Customer Service Team Leader*

September 2014 – January 2016  
August 2013 – August 2014

- Oversaw Customer Support agents to deliver the best service.
- Liaised with project manager and cross-functional teams to assure smooth regulations of project.
- Coached newly hired staff to boost workforce capacity.
- Assisted customer by mentoring knowledge about product use to enhance customer satisfaction.
- Guaranteed smooth circulation of information by accurately delivering company's message or announcement to correct member's group.

## Education

**Master of Information Technology**  
Flinders University, South Australia  
*Major: Information Technology*

December 2021

### Degree Related Projects

**RSPCA Court Summons App Using Docassemble Platform**  
**Project URL: [RSPCA Automation App](#)**

February 2021 – June 2021

#### *Key learnings:*

- Developed app using Python and Docassemble platform to assist RSPCA's (The Royal Society for the Prevention of Cruelty to Animals South Australia Incorporated) legal counsel on preparing Information and Summons documents efficiently before court.
- Developed and performed UX Test for the app utilizing SEQs (Single Ease Questions) and SUS's (System Usability Scales) to evaluate the app performance.
- Presented the app to client to deliver its functionality and usability.
- Graded HD for the whole project and received positive feedbacks from RSPCA's representative.

**Master of Commerce**  
Swinburne University of Technology, Victoria  
*Major: International Business*

December 2012

**Bachelor of Economics**  
Foreign Trade University, Ho Chi Minh City  
*Major: International Business*

August 2010

**Professional Year Program**  
ACS / Navitas, South Australia

Current

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## Qualifications and Memberships

- ACS Professional Association member

March 2022

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## Referees

Referees are available upon request.