

Thi Thu Hang Chung

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Profile

Highly skilled React NextJS with MongoDB Developer with more than 2 years of experience in designing, developing and deploying web applications, and 7 years of experience in overseeing project and customer service activities to achieve and exceed predefined performance targets. Proven expertise in building responsive web applications using React NextJS, MongoDB, and Node.js. Adept at collaborating with cross-functional teams to deliver solutions within deadlines. Possess strong problem-solving, communication and time-management skills.

Key Skills

- Key Skills:
 - React NextJS
 - MySQL/MongoDB
 - Bootstrap/Tailwind
 - HTML/CSS/JavaScript
 - GitHub
 - PHP
 - Node.js
 - Java
- Agile Project Management: Jira
- Customer Service and Support: Kayako

Employment History

KyanonDigital, Ho Chi Minh City, Vietnam

January 2020 – February 2022

Software Engineer

- Worked on developing a scalable web application using React NextJS and MongoDB, resulting in a 25% increase in user engagement.
- Designed and developed reusable React components for faster development and maintenance.
- Integrated Google Analytics for better tracking of user behaviour and website performance.
- Implemented Redux for state management and improved application performance.
- Collaborated with UI/UX designers to enhance the user experience.
- Followed Agile methodology and participated in sprint planning, daily stand-up meetings, and retrospectives.

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

September 2014 – January 2016

Truong Dung Tourism Co., Ho Chi Minh City, Vietnam

August 2013 – August 2014

ICT Customer Service Team Leader

- 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***Degree Related Projects**

RSPCA Court Summons App Using Docassemble Platform

*Project URL: [RSPCA Automation App](#)***Key learnings and achievements:**

- Created an application that streamlined the document preparation process for RSPCA's legal team
- Conducted comprehensive UX testing using SEQs and SUS's to evaluate its performance and usability and to ensure app performance met client expectations.
- Delivered a user-friendly app that was highly regarded by the client.
- Achieved HD grade and positive feedback from RSPCA's representative.

Master of Commerce

Swinburne University of Technology, Victoria

*Major: International Business***Bachelor of Economics**

Foreign Trade University, Ho Chi Minh City

*Major: International Business***Professional Year Program**

ACS / Navitas, South Australia

Qualifications and Memberships

- ACS Professional Association member March 2022

Referees

Referees are available upon request.