

Dang Khoa Dang

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Portfolio: <https://dang0158github.github.io/chrisdang-portfolio/>

CAREER STATEMENT

Honors recently graduated Master of Information Technology, offering a unique blend of academic excellence and hands-on project experience. My university projects, which encompassed a DevOps-driven Online Voting System, data analysis project, UI/UX project, and network security knowledge have equipped me with a diverse set of skills and technologies. My goal is to leverage this academic knowledge and practical project experience to apply to IT roles. I am enthusiastic about contributing my skills and making an impact as an integral part of your company.

EDUCATION

2020 - 2023, Master of Information Technology at Flinders University

Adelaide, Australia

Achievements:

- GPA: 6.0
- Chancellor's Letter of Commendation for excellent academic performance

2013 - 2016, Bachelor of Arts – Business Administration at Lincoln University

Ho Chi Minh City, Vietnam

PROFESSIONAL MEMBERSHIPS

2021 Cybersecurity Intro Certification, University of Science, HCMC

2016 Microsoft Excel Specialist Certification, University of Science, HCMC

PROFESSIONAL EXPERIENCE

Feb 2021 to Nov 2021

Online Sales Manager & Revenue Analyst

Bedlinker Joint Stock Company

- Manage financial and budget report as well as making pricing strategies.
- Identify, prioritize, contact new accommodation properties, and ensure pricing and availability competitiveness in assigned market.
- Report & analyse – plan with CEO, implement, and monitor agreed KPIs and be able to analyse, visualize and discuss trends, issues and opportunities with team and CEO.
- Determine rates, prepare proposals, negotiate contracts, service accounts and analyse lost business for the hotels, as needed.

- Guide the hotels to enter information into our system to completion.
- Work with hotels on promotional activities to increase booking.
- Understand the industry and its developments – knowledge of pros and cons of competitor models, market trends & landscape, accommodation rate structure and yield management, connectivity options and customer booking trends.
- Responsible for total hotel revenue including rooms, food and beverage, events, and other revenues.

Aug 2019 – Mar 2020

Long Term Oversea Travel – Australia

- Used English language skills in a real-world setting.
- Exercised extensive problem-solving and cross-cultural communication skills by working in a multicultural restaurant.

Dec 2018 to Jun 2019

Online Sales Manager

Princess D'an Nam Resort & Spa

- Assist in setting up the sales & marketing plan annually.
- Is familiar with revenue & yield management strategies of the hotel and applies them daily.
- Report sales activities to the DOSM weekly
- Follow-up service to each account to ensure all guests complaints are taken seriously and discussed with the respective departments if necessary.
- Supervises maintains and work with the difference database or extranet system.
- Report sales activities to the DOSM weekly.
- Be fully aware of competition and market situation (rate, the trends, and other).
- Promotes the hotel as often as possible through entertaining, conducting, site inspections and presentations of the hotel.
- Achieves targeted revenues and conversion of key prospects through the acting plans.
- Successfully engages negotiation with MM of OTAs
- Maintains a close working communication with professional people, the communication press, media, staffs, clients/guests, and companies who are potential existing and current supporters of the hotel.
- Responsible for total hotel revenue with OTA segment.

Mar 2018 to Nov 2018

Sales Coordinator – Leisure

Sofitel Saigon Plaza

- Prepare daily sales report.
- Update the Master Group Space when having new inquiries or status of the booking.

- Pick up guest to show-around the rooms, function room, ballroom & restaurant at the hotel.
- Make the group resume for group booking and series upcoming booking.
- Update the booking date on ANAS system for Accor Brand
- Remind and note information when DOS have the appointment with guest.
- Block the inquiry or create the profile on Opera.
- Quote the new booking to the TA or sales call.

Sep 2016 – Mar 2018

Sales Coordinator & E-commerce Executive

Merperle Crystal Palace Hotel

- Assists property's eCommerce Manager to effectively pull through the sales, marketing, and customer engagement activities that drive awareness and profitability.
- Assist in managing overall activation of their property strategies in owned and third-party electronic channels (multi-lingual global sites, OTAs, meta search sites, search engines, and other eMarketing vehicles).
- Assist the eCommerce Manager to work to increase revenue, grow market share and create a compelling experience that steers customers towards booking on our direct online property channels.
- Be in charge of reporting and analysis to digital, marketing, and sales teams on property as well as working close with the Revenue Management teams.
- To support a Sales Executive makes Banquet Event Order and consisting of introducing all serve of the hotel.
- To make the TA' contract, production report and create a customer list for DOS.
- Prepare reports for General Director
- Check-in the papers work from other departments or the contract before moving to the DOS for approval.
- Pick up guests from Leisure Sales Executive, Corporate Sales Executive, and Events Sales Executive segments to show them around the rooms, function room, ballroom, & restaurant at the hotel.

DEGREE-RELATED PROJECTS

DevOps Project

Overview: The project was implemented following Agile Model and DevOps principles. The project has been spent via four sprints: Sprint 0 for preparation and configuration and Sprint 1 to 3 for implementation, integration, and testing.

Techs used: Angular, C#, .NET, ASP Web API, ASP Entity Framework, Azure DevOps, Postman, Git

My contribution: I have participated front-end phases of the project:

- Developed the result display for candidates and party's pages.
- Designed and implemented the top banner and left navigation bar.
- Integrate APIs for pages.
- Assisted with various other tasks throughout the project.

Data Analysis Project

Overview: Utilize R to analyse Sample-supplies data stored in MongoDB, including tasks such as data wrangling, transformation, analysis, modelling, and communication for project completion.

My contribution:

- Make the plan, collect data
- Data wrangling, transformation data
- Data modelling

Group Task List Manager Project

Overview: Developed a Group Task List Manager website using web technologies, focusing on delivering an intuitive and user-friendly UI and UX through a structured development process comprising four cycles.

Techs used: HTML, CSS, JavaScript, PHP, and MySQL database, AMPPS.

My contribution:

- Designed the mockups and storyboard for the web application's functionality.
- Implemented frontend functions, including Login/Logout, Logs, adding projects, and commonly used functions.
- Designed the entire database structure and prepared sample data for backend processes.
- Developed the script for the questionnaire and summarized results from various evaluation apparatuses such as SUS and SEQ for presentation.
- Provided support to other team members during their implementation tasks.

JUnit5 Test Project

Overview: Completed assignments using JUnit5 for two projects. The first assignment involved black-box testing of existing software, while the final assignment required developing a Java application called "Student Database Program." the program included functionalities such as retrieving student details, topic details, degree options, and award prizes and then use black-box and white-box to test the application.

Tech used: Java, Junit5

My contribution:

- Create test plan
- Develop the functionality for application.
- Conducted black-box testing for both assignments.

Implement Small Enterprise Network

Overview: Use the packet tracer on the networking academic to tackle the network diagram that is required to configure the network according to the provided instructions.

Tech used: configure the network, design IPv4 addresses, perform subnetting, and implement the network.

KEY SKILLS

- Proficient in MS Office, advanced level in Excel (VLOOKUP, pivot table, conditional formatting etc), Word and Outlook.
- General knowledge with good exposure to Channel Manager and Online Distribution System
- Proven ability to quickly learn new programming languages and technologies through the implementation of master's course projects. All my projects were rated excellent.
- Knowledge of object-oriented programming languages (Java) and web development technologies.
- Knowledge of the Software Development Life Cycle (SDLC) and experience in agile methodology.
- Ability to work effectively in multidisciplinary teams or work independently, high self-motivation and willingness to support others.
- Proven ability to configure the network on Cisco IOS
- Highly proficient in Excel and Microsoft Office
- Optimistic, a love of problem-solving, willing to learn any required skills.

TECHNICAL SKILLS

- **Programming languages:** Java, PHP, HTML, CSS, JavaScript, R, Python, SQL.
- **Frameworks:** Angular, bootstrap.
- **Relational Database:** SQL Server, MySQL, SQLite.
- **Tools:** Azure DevOps, Git, Microsoft SQL Server Management Studio.

INTERESTS

- Play football and guitar.
- Staying informed about travel, technology, and business news through subscriptions to 9News and The New York Times.

REFEREES

Available Upon Request