

# 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