



ĐINH VŨ ĐỨC

Web Developer

ABOUT ME

A big tech lover who's always ready to lend a hand and solve problems.
Friendly, easy to talk to, and a team player who enjoys learning new things.
I'm all about making life easier for people by creating innovative solutions that simplify tasks and deliver a positive impact.

CONTACT

+84 399268494
dinhvuduc751@gmail.com
Thu Duc, Ho Chi Minh
DucDinh315

CERTIFICATION

IELTS Certificate - 6.5 | 2023
TOEIC Certificate - 660 | 2019

WORK EXPERIENCE

TECHNICAL SUPPORT

MICROSOFT | 2024

May 2024 - Now

- Consistently ranked at the top in CSAT (Customer Satisfaction) within the team for three consecutive months (July to October). This achievement highlights my ability to effectively resolve customer issues, maintain strong communication, and deliver solutions that meet client needs, contributing to improved satisfaction and team performance.
- Ensured all issues were handled according to established procedures and service level agreements (SLA).
- Followed the support service process, including email correspondence, phone calls, scheduling meetings, and troubleshooting or investigating issues.
- Worked closely with team members to define the scope of the problem before troubleshooting and resolving errors.
- Analyzed and narrowed down the scope of issues to identify root causes and propose solutions.
- Collaborated with senior technical advisors or experts for guidance on complex issues.
- Reported incidents and escalated information to the Product Team for potential bug identification.

FLUTTER INTERNSHIP

THE ARK STUDIO | 2023

May 2023 - July 2023

- App Development with Flutter: Gain hands-on experience in building mobile applications using Flutter, from design to deployment.
- Collaborative Workflow: Learn the industry-standard processes for working in a development team, including version control, code reviews, and agile methodologies.
- Real-World Project Experience: Contribute to real projects, enhancing both technical skills and problem-solving abilities in a professional environment.
- Teamwork & Communication: Strengthen collaboration skills by working closely with colleagues to achieve shared goals in a professional environment.

EDUCATION

HCM INTERNATIONAL UNIVERSITY

2019- 2024

- Bachelor of computer science
- Completed a comprehensive program conducted 100% in English, focusing on software development, system operations, and IT fundamentals.

PROJECT:

Java Game: Egg Catcher

- Developed a 2D game where players catch falling eggs using Java. Focused on game mechanics, collision detection.
- GitHub Repository: [Egg Catcher](#)

Thesis Project: Fitness & Workout Tracking Web Application

- Designed and implemented a web application for fitness and workout tracking using AngularJS for the frontend and NestJS for the backend.
- Features include workout program generation, tracking progress, workout library management.
- GitHub Repository: [Thesis Project](#)
- Demo Video: [Watch the Demo](#)

SKILLS

- Technical Support:** Skilled in resolving IT issues efficiently with a focus on client satisfaction, applying CARE principles to build strong customer relationships.
- Effective Communication:** Proficient in both written and spoken English, ensuring clear, professional interactions with clients and team members.
- Collaborative Problem Solver:** Able to work seamlessly in teams, using logical and creative problem-solving skills to address complex technical challenges.
- Adaptability & Learning Agility:** Quick to adapt to new technologies and environments. Strong ability to learn and apply new concepts rapidly.