

# LUCY NGUYEN

Junior Software Engineer



[Email](#)



[LinkedIn](#)



[GitHub](#)



[Portfolio](#)

## Summary

I am a Junior Software Engineer with a Master's Degree in IT Programming, bringing 6+ years of experience in operations and customer journey optimisation, with a passion for full-stack development. At IPTel Solutions, I specialise in transforming complex business challenges into streamlined solutions, leveraging a systematic approach to problem-solving and a keen understanding of how technology drives business efficiency. Guided by the principle of improving "1% every day", I joined She Codes Plus Australia to expand my technical skills in Python, Django, JavaScript, and React. I am actively involved in the tech community, continually expanding my skill set and perspectives. I firmly believe in the power of technology to drive meaningful change, and I am eager to collaborate with diverse teams to develop impactful solutions that serve greater purposes.



## Education

### She Codes Australia

She Codes Plus - Full Stack Development.  
Jul 2024 - Feb 2025

### Kaplan Business School, Australia

Master of IT, Programming.  
Mar 2023 - Feb 2025

### Certifications

- Microsoft Azure Fundamentals: [Describe Cloud Concepts](#)
- [Using GitHub Copilot with Python](#)
- [Introduction to Azure DevOps](#)
- Uni-train, Vietnam, Processing Data in Excel

### Foreign Trade University, Vietnam

Bachelor of Business Administration,  
Accounting. 2011-2015



## Skills

**Languages & Frameworks:** Python, Django  
REST Framework, HTML/CSS, JavaScript, React

**Database:** MySQL

**Version Control:** Git & GitHub

**Tools:** Canva, Figma, Exalidraw, Miro

**Project Management & CRM:** Monday, Jira,  
HubSpot, Accelo, BrightGauge

**Soft skills:** Agile/Scrum framework; teamwork;  
critical thinking; problem-solving.

**Conferences:** Laracon AU 2024; DDD Brisbane.



## References

Contact details available on request.



## Experience

### Full Stack Developer

#### She Codes Plus Brisbane Cohort | Jul 2024 - Feb 2025

- Developing full-stack applications using Python, Django, and React, with focus on object-oriented programming principles and SDLC best practices.
- Implementing RESTful APIs and database integrations using Django REST Framework and relational databases.
- Collaborating with team members through Git version control and participating in code reviews.
- Working on hands-on projects that solve real-world business problems.
- Contributing to the tech community by mentoring at She Codes workshops, demonstrating leadership and knowledge sharing.

### Business Administrator

#### IPTel Solutions | Jul 2023 - Present

- Leading automation initiatives using Python scripting, API integration and Monday.com to optimise operations processes, reducing manual handling time by 30% in 2024.
- Developing and documenting system improvements to enhance user experience.
- Executing Agile workflows using Jira for project tracking and team collaboration.
- Managing and creating SEO-driven blog posts and social content using HubSpot and Canva, achieving 6.2% engagement growth and 8.2% higher reach vs competitors.

### Workplace Services Assistant Manager

#### Unilever Vietnam | Jan 2023 - Mar 2023

- Led digital transformation initiatives impacting 1000+ staff, resulting in 40% reduction in service request response time and 95% positive user feedback.
- Managed cross-functional teams and collaborated with stakeholders to gather requirements and ensure successful project delivery, utilising ServiceNow for process automation and service management.

### Contract & Services Coordinator

#### RMIT University, Vietnam | Jun 2018 - Dec 2022

- Spearheaded sustainability initiatives achieving 85% reduction in plastic bag usage across Campus. Led digital transformation projects benefiting over 1,000 staff and students.