




# LUCY NGUYEN

Junior Software Engineer

 [GitHub](#)

 [Portfolio](#)

 [Email](#)

 [LinkedIn](#)

## Summary

I am a Junior Software Engineer currently participating in the She Codes Plus Brisbane cohort, seeking opportunities that will allow me to grow and challenge myself within an innovative and supportive team. I am actively expanding my technical skills in Python, HTML/CSS, Django, and JavaScript, supported by practical experience in database management and system optimisation. My unique blend of technical skills and strong background in business operations enables me to bridge gaps between stakeholders and deliver meaningful results. I am a life-long learner who learns by listening, questioning, and sharing knowledge to promote collective growth, and I thrive in environments where new challenges are embraced and encouraged.

## 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.

**Tools:** Canva; GitHub Copilot; Cursor; Claude.ai;  
ChatGPT.

**Other:** Git & GitHub; Jira; HubSpot; Accelo;  
BrightGauge.

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

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

## References

**Mark James** - NOC Manager/ DevOps Lead.  
IPTel Solutions

**Ivan Cekalovic** - Senior Network Architect.  
IPTel Solutions

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 & System 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.