

ELLEN PHAM

Junior Web Developer

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[Portfolio](#) | [GitHub](#) | [LinkedIn](#)

Melbourne, VIC

SUMMARY

Versatile and tenacious individual with a solid background in employment services, specializing in data management, workforce scheduling, client relations, and customer service. Committed to transitioning into web development, showcasing demonstrated tactful communication skills, a keen sense of observation, and the ability to handle urgent matters, skills honed in a high-demand and diverse workforce environment.

KEY PROJECTS

Local Tours Booking - API Web Server

- RESTful API for a self-operated platform for booking local tours.
- Full CRUD functionalities for admins and users with authentication/authorization using JWT.
- Tech stack: Python | Flask | PostgreSQL

RosterBoard - Terminal Application

- A command-line interface application inspired by the basic features of a staff rostering app.
- A project to foster the learning of basic algorithms and the inner workings of operating systems.
- Tech stack: Python | Shell

SKILLS

Web Development
Coding | Troubleshooting
Data management | Customer Service
Project Management | Collaboration

Front-end HTML | CSS | SCSS |
JavaScript | React
Back-end Python | Flask | Node | Express
Database PostgreSQL | MongoDB
MS Suite Word | Excel | PowerPoint
Other GitHub | VSCode | Figma

REFERENCES

Available on request

WORK EXPERIENCE

Programmed Skilled Workforce

Resourcing Specialist | 2019 - 2022

- Efficiently managed, scheduled, and maintained high-volume staff rosters for up to 10 clients, overseeing a database of 300+ employees, including Pacific Brands and Dnata.
- Worked closely with account managers and clients to develop workforce plans, minimized monthly unfilled shifts, and actively provided employees to fulfil more than 67% of overall orders compared to other agencies.
- Collaborated with the recruiting team to source candidates and allocate them to roles that meet clients' staffing needs.
- Provided personalized support to employees with the onboarding process.
- Handled 30+ outbound and inbound calls, managed team mailboxes with 100+ emails per day, and promptly acted on urgent client requests and employees' inquiries.
- Built strong relationships with employees to enhance trust, commitment, and job satisfaction by offering constant support and conducting regular check-ups.

Robert Bosch (SEA) Pte Ltd - Automotive Aftermarket

Data Management Intern | Feb - Aug 2017

- Conducted data entry and gathered information to and from the SAP platform to build Excel databases, facilitating information exchange between the central coordinating team and the regional offices in Asia Pacific.
- Generated monthly sales reports and prepared department budget reports.
- Assisted in organizing meetings and workshops.

EDUCATION HISTORY

Coder Academy

Diploma in IT | Expected graduation: Dec 2023

La Trobe University

Master of International Business | 2015-2016

Vietnam Foreign Trade University

B.S. in Economics and International Business | 2011-2015