

SUMMARY

Versatile and tenacious individual with a solid background in employment services. Committed to transitioning into web development, showcasing demonstrated proficiency in data handling, 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

Sakura Pantry - Full Stack Application

- Fully featured e-commerce website for a Japanese online grocery store.
- Tech stack: MERN
- Skills acquired: Front-end Development | Back-end Development | Testing | Deployment | DevOps | Project Management

Local Tours Booking - API Web Server

- RESTful API for a self-operated platform for booking local tours.
- Tech stack: Python | Flask | PostgreSQL
- Skills acquired: API Design | Database Management | Authentication and Authorisation | Debugging | API Testing | Documentation

SKILLS

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

Back-end Python | Flask | Node | Express

Front-end HTML | CSS | SCSS |

JavaScript | React | Tailwind

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, Dnata, Bega and Super Retail Group.
- 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 actively source candidates and provided personalized support throughout 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 | Feb-Dec 2023

La Trobe University

Master of International Business | 2015-2016

Vietnam Foreign Trade University

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