

PHAN NGUYEN XUAN LOC

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Thu Duc City, Viet Nam

SOFTWARE ENGINEER INTERNSHIP

EDUCATION

Ho Chi Minh City University of Technology (HCMUT – Bach khoa)

August 2021- Present

Bachelor in Computer Engineering

GPA 3.25/4.0

International English Language Testing System(IELTS Academic)

6.0 Overall

PROFESSIONAL EXPERIENCE

iTechwx

Technical Support Engineer

May 2024- August 2024

Worked for an outsourcing company serving Microsoft. As a Technical Support Engineer, I ensured high Microsoft customer satisfaction by addressing and resolving issues efficiently. I reviewed and understood customer concerns, maintained communication about issue status and resolution, and utilized tools like event logs and performance traces for troubleshooting. Additionally, I provided feedback to senior engineers to improve products, identified and escalated potential defects. All tasks were performed in an English-speaking environment.

Rockship

Frontend Developer

March 2024- August 2024

During my internship at RockShip as a frontend developer, I worked on creating the company's new website, Rockship 2.0. My tasks involved building user-friendly web pages and making sure they worked well on different devices. I teamed up with the design and backend teams to connect the website's content. Through this project, I gained valuable experience with HTML, CSS, JavaScript, and React, and improved my ability to solve problems and work in a team.

PROJECT

Tay Nguyen Legend

A web application to manage the coffee shop. Involves in implementing backend with Java Spring Boot and frontend with React.js.

Phone Store

A web application to manage a store selling Apple products. Building backend with PHP and implementing frontend with React.js.

Smart Farm

A mobile application to assist people control their smart farm devices. Involves in building mobile app with React Native and building the IOTs gateway with python.

Fintrack

A mobile application to manage finances. Designing UI with Figma, managing project with Jira & Confluence. Building backend with NestJS and implementing frontend with React Native.
