

# Hung Manh Vu

## (Andy)

### CONTACT

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### EDUCATION

**Currently 3<sup>rd</sup> year of Bachelor Cloud Technology**  
La Trobe University (online study)  
**Diploma of Information Technology (2020)**  
**Associate Degree of Cloud technology (2021)**  
**Diploma of Cloud Technology (2020)**  
La Trobe University  
**Certificate IV Accounting (2014)**  
Holmesglen Institute

### SKILLS

- Knowledge of basic IT
- Proficient user of Software – VMware, MySQL, Linux Ubuntu, MYOB AccountRight
- Proven track record in providing exceptional customer service.
- Intermediate to advanced skills in Microsoft Word, Excel, and Outlook.
- Well-developed interpersonal skills with the ability to work harmoniously in a team.
- Problem solver.
- Strong analytical skills.
- Exceptional attention to detail.
- Ability to work autonomously.
- Strong time management skills, with the ability to work under pressure.

### PROFILE

Motivated and passionate person with certificate in accounting and associated degree in Information technology. I am knowledgeable in general Information Technology and Cloud technology. I also possess strong problem-solving skills, interpersonal skills and have good understanding with customer behavior. I am also car lover who love reading about tech and car all days

### EMPLOYMENT SUMMARY

TES-AMM	Mar 2022 –
<ul style="list-style-type: none"><li>• Working with IT hardware</li><li>• Testing, diagnosing, repair, upgrading and refurbishment of high-value IT equipment</li><li>• Cataloging, data sanitation, and factory re-set of used IT assets</li><li>• Configure, install, image, and deploy new devices for clients (IAG, Vic Uni, Monash, Swinburne, Stanley Morgan).</li><li>• Travel onsite to provide technical support and troubleshooting to clients</li><li>• Liaise, coordinate with external clients to meet their needs by using Microsoft PowerApps</li><li>• Escalate issues to management, senior engineers</li><li>• Diagnosing, resolving technical and software issues for clients</li><li>• Data entry using Excel spreadsheets and keeping spreadsheets up to date</li></ul>	

Uber Technologies, Inc.	May 2021 –
<ul style="list-style-type: none"><li>• Greet and communicate with customers to ensure giving them great customer service</li><li>• Maintain vehicle in excellent condition and resolve customer problematic issue</li><li>• Responsible for customer phone calls, responding to passengers in friendly manner</li><li>• Tracking milage and expenses to receive the largest tax deduction.</li></ul>	

Formac Products	April 2017 – April 2021
<b>Inventory Control</b> <ul style="list-style-type: none"><li>• Maintained stock level and raised purchase order accordingly.</li><li>• Resolved enquiries from creditors in a customer focused professional manner.</li><li>• Ensured all invoice and Purchase Order/ Quotes are matched prior processing with Accounts Payable team.</li><li>• Assisted Accounts Payable in supplier statement reconciliation.</li><li>• Handled supplier enquires and verified transactions variances.</li><li>• Managed stock packaging and scheduled delivery.</li><li>• Assisted manager with other administrative and data entry duties.</li><li>• Processed supplier invoices and matched to purchase orders.</li></ul>	