# Kim Truong

Sydney, NSW • kimtruong1999@gmail.com • +61 449 909 077 • kim-t-designer.github.io

## Experience

**Phriendly Phishing**

**Sales Engineer**                                                                                                Mar 2024 – Present
- Multi-faceted role managing pre-sales engineering responsibilties alongside project management, product adoption enhancement, customer NPS/user research, and sales enablement.
- Moved from supporting solely Mid-market to both Mid-market and Enterprise segments 3 months into the role

**Associate Consultant (Customer Success)**                                                      Mar 2023 – Feb 2024
- Broad associate role supporting Sales Engineering and Customer Success teams including presenting technical demos in presales calls, managing POCs, and specialising in onboarding premium customers to ensure customers are rolling out Phriendly Phishing with the best chance of staff adoption.

**DXC Technology**

**Associate Technical Consultant (SAP HXM)**                                                    Feb 2022 – Mar 2023
- Collaborative technical consulting role resolving service desk tickets for SAP HXM, SAP HANA Database, and SAP LMS issues, requests, and queries for several clients.

**CSIRO Data 61**

**Vacation Scholar**                                                                                               Nov 2020 – Feb 2021
- C#/Unity Game Engine Developer role at UNSW's Extended Perception and Interaction Centre (EPICentre).
- Co-lead a research project exploring Virtual Reality and its applications in the gamification/immersion of Cyber Security Awareness Training.

## Education

**CyberCX Academy**                                                                                                                  2023
6-month program combining a 4-week cyber fundamentals short course and twenty-two weeks of practice-specific training (all teams across Phriendly Phishing including Sales, L&D, Marketing, Customer Success & Support, and Product).

**University of Sydney**                                                                                                           2018-2021
**Bachelor of Design Computing**: Exploring design thinking principles and human-centred design from websites and mobile apps to internet-of-things products and VR environments. Develops skills in visual design, digital media production, coding, prototyping, and UX Design.

**Bachelor of Advanced Studies (Information Systems)**: Introduces the foundations of programming alongside database management, IT research and evaluation processes, and IT economics.

## Volunteering

**Wesley Mission**

**Youth Mentor**                                                                                                           Oct 2023 - Present
- Supporting a youth undergoing challenging family circumstances based on the extended family model providing support, mentorship, and friendship on a monthly basis.
- Volunteer of the Year Finalist 2024

## Skills & Interests

**Hard Skills:** Cyber Fundamentals & Products Familiarity, Front-end Development, UX/UI Design, Agile Development
**Soft Skills:** Customer Relationship Management, Project Management, Collaboration
**Interests:** Rock Climbing, Game Development, Arduino, Creative Arts