Bao Nhi Le

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Online CV: https://lebaonhihoang.github.io/

SUMMARY

ICT graduate with strong interpersonal skills seeks work placement position. Worked with numerous applications in college using Java and SQL, also have customer-facing experience from working in PC WORLD & Accenture on Facebook Business Product Support as well as teamwork skills and communication skills as a Senior Analyst and from many group projects undertake. Focused and goal orientated with a clear vision of future objectives. I am looking for a position with a view to progressing within the organisation.

KEY SKILLS

- Create Facebook ads for all Facebook owned platforms (IG, Whatsapp, Facebook , marketplace etc.)
- Delivery performance analysts of all Facebook ads
- Targeting performance analyst for all Facebook ads
- Create catalogues on facebook for facebook shops & dynamic ads
- Create feed uploads for catalogues via XML , CSV , Google sheets, TSV, HTML
- Advertising Policy control for all items in catalogues
- Create interactive app ads / playable ads / demo ads
- Setup apps to be advertised on Facebook including iOS ver & API
- Analyse ad reports and metrics
- Analyse / investigate rendering of ads and features
- Trainer on Facebook business product supports of Ads
- Checkpoint analysts for junior analyst
- Analyse & compile any FP/FN reports via Excel
- Analyse & compile IRT reports via Excel & Word
- Can manage and create reports in Excel, Word, Google Doc & PowerPoint
- Communication skills
- Help boost team morale
- Create direct bug reports for the Engineer
- Can read HTML, TXT, TSV, XML files

- Can write SQL queries to intermediate level using Oracle.
- Can design and create Database schemas
- Capable of designing and developing websites using CSS, HTML and JavaScript
- Competent user of Windows and Linux Operating System in system administration
- Design build and troubleshoot a network using routers and switches
- Configure a router using Cisco IOS command set
- Administer an Oracle 11G database server using Enterprise Manager and related SQL commands
- Configure MPLS environment
- Build, deploy and use VPN and OpenFlow
- Install and use OpenVAS vulnerability testing tool in Kali Linux
- Use Tableau and construct an informative dashboard
- Set up a VOIP and SID
- Configure Frame-relay network, a DHCP & NAT pool and service on routers, PPP. PAP, CHAP & HDLC on routers, Standard & Extended ACL on routers, a VPN on a network
- Train datasets and build a final model of datasets on WEKA and RStudio
- Configure Active Directory, VDI
- Sysprep a computer

EDUCATION & QUALIFICATIONS

2014 –2018 BSc Information Technology Management, Institute of Technology Tallaght, Dublin 24
Final Year Average 2.1

SIGNIFICANT PROJECTS UNDERTAKEN

Step in product Specialist
Description
As a Senior Analyst and the most tenure team when working on issues reported by clients I would be responsible to see patterns and any wide spread issues (WSI) that are happening and act as quickly as possible , creating reports of how wide this issue is affecting the client and the business and report this to the specialist to look into. There are may times when the specialists are not available or have no bandwidth so I

as the Senior Analyst would be a step in specialist for the entire team in EMEA and would investigate this issue on the specialist level, using all the internal tools and deep diving into the issue and find the resolution. If this issue has not been resolved by the specialist / me exhausting all tools and knowledge available to me then I would need to write up a technical escalation direct to the Engineer team and maintain a constant communication with the Engineer until the issue has been resolved

Quality Assurance
Description
As a Senior Analyst and the most tenure team member on my team I would review each escalation reports made by the junior analysts on issues they have believed to be true positive bugs that have been reported by the clients. These escalations are made for the product specialists and product Engineer.
I will check the quality of the junior analyst work and make sure they have exhausted all tools and knowledge available to the analyst as well as making sure the escalation includes as much details as possible for the specialist to look into and the communication / language they are using to communicate is appropriate
These will include checking all internal documentations available to make sure that the analyst has gone through the documents to try and find a resolution , checking if the analysts have followed the appropriate steps when escalating such as their communication with the client , communication with the senior analyst and their communication with the specialist via the escalation
If the quality of their work does not pass my assessment I would ask the analyst to re-investigate the issue again giving guidance on where to check, what to check and asking them to provide more details
If I see the analyst consistently failing my quality assessment I will schedule training on quality assurance for the analyst to make sure they are aware of the importance of quality assurance , understand quality assurance and help them understand what they need to do to improve their work

Product Training
Description
As a Senior Analyst and the most tenure team member on my team I would provide training for any new analysts on the products or to train current analyst if extra training is required to help improve their knowledge of our products. This would consist of theory training first. In this first phase of training it will includes setting up presentation slides, creating documentation and best practice documentation and scheduling shadowing and reverse shadowing sessions
The training would include the understanding of creating Ads on Facebook and other Facebook platforms , the different types of ads available for clients to create , the delivery and targeting of the ads and then the report & metrics of the ads
The product training also includes customer service for tier 1 analyst. When we respond to filers who report the issue it is important that we remain polite, and courteous and not be rude to tier 1 analysts.
Following the theory training we would have shadowing and reverse shadowing

False Negative / False Positive reports
Description
The False Negative / False Positive Reviews are an ongoing weekly review of all of the reports that our team handles. I would review each case and see if the bugs reported were false negative or false positive and why the reports were believed to be seen as true positives.

Building Butterfly Bot for Queue management
Description
A project for internal bots to flag Senior Analysts of out of SLA reports. Working on the internal bots I have constructed a simple algorithm for the internal bots to ping the Senior Analysts via their internal chats to be notified of any out of SLA reports that are currently being handled by our junior analysts

(Final Year Project) Vulnerability & Penetration testing with OpenVAS   2018
Description
A project involving the vulnerability testing tool OpenVAS CLI. This project consisted of four virtual machines in total. One virtual machine, Kali Linux, was used to carry out the testing on the vulnerable target machines, Windows 7, Metasploitable 2 and Windows XP. Kali Linux will run the OpenVAS CLI testing tool via a bash script that is automated

by a CRON job. The results that OpenVAS generates will be outputted into a text file for the administrator to view and analyse.

Technologies & Tools used:
Kali Linux virtual machine, Windows XP virtual machine, Windows 7 virtual machine, Metasploitable 2 virtual machine, OpenVAS vulnerability testing tool CLI, Oracle VirtualBox, Bash Script, CRON job,

Build and Train Dataset in Data Mining   2018
Description
A project involving a dataset that is used to be analysed and mined to build a finalised model and predict. This project is to determine the optimal machine learning model for the data-set as well as assess the dataset and applying the Apriori Algorithm in Association Rules Discovery. The project involved analysing the dataset and applying different attribute selections to the dataset. The final dataset will be training and testing the dataset producing the final model. Apriori Algorithm was applied to a separate dataset.

Technologies & Tools used:
Weka Machine learning software.

VLAN and Trunking   2017
Description
A project involving configuring a switch, assigning IP addresses to the Switch Virtual Interface, configuring VLANs, assigning VLANs to interfaces, configuring trunking and performing basic switch security.

Technologies & Tools used:
Packet Tracker, VLAN commands, Switch port commands, basic switch commands, Straight-Through cables, 2960 switches, Generic PCs

Application for Unknown Mac-Addresses   2017
Description
A project involving SNMP, configuring the switch, writing up a JavaScript that will be able to find any unknown mac-addresses on the switch, configuring the phpMyAdmin database to store the known mac-addresses and writing an html file to display the unknown mac-addresses found on the switch

Technologies & Tools used:
PHP framework, WAMP server, JavaScript, HTML, Notepad ++

Designed and built a video review website   2016
Description
A project involving the design and building of an interactive website, where users can sign up for newsletters and search for reviews in the search bar. Features implemented included user account sign up for newsletter and storage management of these accounts.

Technologies & Tools used:
Visual studio code, JavaScript, jQuery and HTTP

Group Projects Undertaken

Data Analysing & Data transformation   2018
Description
A group of two project that involved data exploration and transformation using Rstudio. The approach to the project follows the CRISP-DM process: data understanding (also called exploratory data analysis) and data pre-processing stages. The project consisted of building various graphs and overlays of the dataset and transforming the dataset to a final model.

Technologies & Tools used:
Excel, Rstudio

Dynamic Web Application   2016
Description
A group of three project that involved building a website that can be dynamic for varies different devices such as a laptop, tablet and a smartphone.

Technologies & Tools used:
HTML, CSS, Twitter Bootstrap, jQuery

WORK EXPERIENCE

March 3rd 2020   –   Accenture
Main Responsibilities
<u>Senior PST Analyst</u>: Providing first class technical support and troubleshooting bugs, compiling documentation on IRT, FP/FN reports on advertising solutions, PST training on Facebook business product PST analyst Quality Assurance on performance, manage team quality & morals, Queue Management for one of the world's most prominent social media platforms, FACEBOOK;

August 13th 2018 – March 3rd 2021   Accenture
Main Responsibilities
<u>PST Analyst</u>: providing first class technical support and troubleshooting bugs on advertising solutions for one of the world's most prominent social media platforms, FACEBOOK;

June 15th 2015 – June 19th 2015   PC World
Main Responsibilities
<u>Floor work</u>: Solo duties including opening the store in the morning; ticketing products; helping customers with their needs; Stacking products on shelves and setting up laptops;

February 25th 2013 – March 01st 2013   Nursery Nurse, Montessori Nurse Assistance, Stepping Stone Crèche
Main Responsibilities
Duties included making sure the babies and toddlers' needs were met; feeding toddlers; putting them to sleep;

INTERESTS

Languages:
- English (Native language). Vietnamese (Fluent). Irish (Basic). French (Basic)

Involvements:
- Member of Youth Horizons **(**Musical Facility) 2006-2009; member of the choir of Youth Horizon
Other:
- Piano & composing musical pieces.
  - I have taken three exams in the Royal Irish Academy of Music and obtained honours in both.
- Travelling - Summer 2013: Travelled to Vietnam to improve language and cultural awareness
- ERASMUS Programme.
  - I have taken part in the ERASMUS programme during Year 3 semester 6 2017, studying in France.

REFERENCES
Available on request