LE HUNG TIN

Software Developer

📅 July 19, 2000

👤 Male

📞 +84 901 306 730

✉️ hungtin640@gmail.com

📍 District 11, Ho Chi Minh City

ℹ️ https://lehungtin11.com

SUMMARY

Software developer with more than 1 years experience in web & app technologies. Hobbies: Listening to music, learning guitar and reading about technology.

SKILLS

- .NET
- C#
- NodeJS
- ReactJS
- React Native
- MySQL
- SQL
- MongoDB
- JavaScript
- HTML5
- CSS

💼 WORK EXPERIENCE

INTERNATIONAL DISTRIBUTION CORPORATION   **OCT 2022 - MAR 2024**
Web Application Developer

- Build real-time Live Chat module and integrate into web CRM, Call Center system with technologies such as HTML, CSS, Socket, RabbitMQ, Omnichannel API, .NET, Docker, Nginx...
- Experience in building and integrating 3CX softphone to make calls on the website using 2 mechanisms: WebRTC (SIPJS) and CTI (Plugin Socket)
- Use technologies such as: ReactJS, .NET, Docker... to build, update and integrate the Video Call (Zoom) module into the CRM, Telesales center, Debt Collections center, Ticketing system.
- Experience in code maintenance, debugging and system operations.
- Have experience working with customers who are mainly banks and stock exchanges.

🏆 HONORS & AWARDS

IDB - Outstanding employee of the year in 2023   **JAN 2024**

🎓 EDUCATION

HUNG VUONG UNIVERSITY HO CHI MINH CITY   **SEP 2019 - OCT 2023**
Specialization: IT Software

Bachelor's degree with GPA: 2.9/4

👥 PROJECT

TH TRUE MILK (4 MEMBERS)   **OCT 2022 - MAR 2024**
Web Application Developer

- Description: A system used by the client's operators to manage customers, users, contact histories, orders, customer feedbacks.
- Technology used:
   + Front-end: Joget Low Code, Bootstrap, JavaScript, Jquery, HTML.
   + Back-end: C#, .NET, MySQL, PostgreSQL, RabbitMQ, 3CX, Omnichannel (Freshdesk).
- Responsibilities:
   + Communicate with client to clarify requirements. Build features and improvements based on the roadmap.
   + Defining Git workflow and mentor new members of the team.

CRM FOR BANKING (4 MEMBERS)   **OCT 2022 - MAR 2024**
Web Application Developer

- Description: Empowered operations staff with a comprehensive management tool for records, transaction verification, and customer interaction history, leveraging synchronized data retrieval from the bank's core systems. Integrated advanced voice and video calling features for enhanced communication.
- Technology used:
   + Front-end: Joget Low Code, Bootstrap, JavaScript, HTML, ReactJS, React Native
   + Back-end: C#, .NET, MySQL, PostgreSQL, RabbitMQ, 3CX, NodeJS, Omnichannel (Freshdesk).
- Responsibilities:
   + Setup, manage and operate the system.
   + Communicate with stakeholders (Manager & Operation Team) to create product roadmap. Build features and improvements based on the roadmap.
   + Synchronize core and migrate old data from the banks.
   + Integrated calling features (voice/video).

DEBT COLLECTIONS CENTER (4 MEMBERS)
Web Application Developer

- Description: Automatically predict and routing calls to online debt collectors according to the script set by the manager. Also manage customers, contact histories, users, activities and handling voice and video call functionalities.
- Technology used:
  + Front-end: Joget Low Code, Bootstrap, JavaScript, HTML, ReactJS, React Native
  + Back-end: C#, .NET, MySQL, PostgreSQL, RabbitMQ, 3CX, NodeJS, Omnichannel (Freshdesk).
- Responsibilities:
  + Setup, manage and operate the system.
  + Communicate with stakeholders (Manager & Operation Team) to create product roadmap. Build features and improvements based on the roadmap.

TELESALES CENTER (4 MEMBERS)
OCT 2022 - MAR 2024
Web Application Developer

- Description: Implemented an automated call prediction and routing system to efficiently direct calls to online sales staff based on scenarios defined by management. Managed customer databases, contact histories, user profiles, and activities, while facilitating voice and video calling functionalities for seamless communication
- Technology used:
  + Front-end: Joget Low Code, Bootstrap, JavaScript, HTML, ReactJS, React Native
  + Back-end: C#, .NET, MySQL, PostgreSQL, RabbitMQ, 3CX, NodeJS, Omnichannel (Freshdesk).
- Responsibilities:
  + Setup, manage and operate the system.
  + Communicate with stakeholders (Manager & Operation Team) to create product roadmap. Build features and improvements based on the roadmap.

THINHSTORE (1 MEMBERS)
FEB 2024 - MAR 2024
Developer

- Description: E-commerce website, allowing users to choose, buy Laptops and Accessories. It features product management, customer profiles, shopping carts, and purchase invoices.
- GitHub: https://github.com/lehungtin11/DotNet-ThinhStore
- Technology used: C#, .NET, SQL Server, Bootstrap, HTML, CSS, Javascript

EVENT-PLANNER-APP (1 MEMBERS)
JUL 2022 - AUG 2022
Developer

- Description: Whether you're managing personal events, company meetings, or community gatherings, offers a sleek, user-friendly interface to keep track of your schedules efficiently.
- GitHub: https://github.com/lehungtin11/reactjs-calendar
- Deploy: https://event-planner-app.onrender.com/
- Technology used: ReactJS, React Router DOM, SCSS, React Big Calendar

METUBE (1 MEMBERS)
SEP 2022 - OCT 2022
Developer

- Description: The website shares programming knowledge.
- GitHub: https://github.com/lehungtin11/NodeJS
- Deploy: https://metubee.onrender.com/
- Technology used: NodeJS, ExpressJS, MongoDB, SCSS, Mongoose, Handlebars