


# LONG PHAM

## Software Engineer

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## Profile

Dedicated tech enthusiast with over 2 years of software engineering experience, honed through an education sector background. Thriving in the ever-evolving IT landscape, I'm driven by the opportunity to continuously learn. Seeking a role to leverage my skills and grow as a solution-oriented software engineer in a collaborative and innovative environment.

## PROFESSIONAL EXPERIENCE

### **Software Engineer at Jung Talents**

**June 2021 - Present**

Company Website: <https://jungtalents.com>

- Support team leader for application documentation on business logic and new feature planning.
- Successfully migrated database on-premises to cloud and applied archive database solution on document search to optimize the search feature for PTE Master project. Resulting in 20% more satisfied users on the platform.
- Created comprehensive technical documentation, including API documentation and developer guides, demonstrating attention to detail and analytical skills, ultimately enhancing the onboarding experience for new team members.
- Demonstrated problem-solving skills and adaptability in a dynamic agency environment with new projects.
- Showcasing creativity by developing a new feature on automatic student correct and performance analytics to suggest different strategies and skills for users using Typescript and NestJS. These analytical insights assist tutors in identifying individual strategies for students with a 20% increase in efficiency.

## Commercial Projects

### **Carina Eye Care**

<https://carina-eye-care.vercel.app>

- Collaborated effectively with stakeholders to define project scope, objectives, and timelines.
- Took initiative to develop and execute comprehensive test plans, identifying, and resolving migration issues.

- Paid attention to detail to create and maintain detailed documentation, such as user manuals, troubleshooting guides, and knowledge base articles, to assist both end-users and team members in understanding and using the project's technologies.
- Continuously monitor project systems, networks, or software to proactively identify potential issues and perform routine maintenance tasks to keep them running smoothly.
- Technologies: NextJS, Storyblok, Typescript.

### **CCL MAGIC**

<https://platform.cclmagic.com.au>

- Demonstrated analytical skill by reading source code and understanding the workflow.
- Resource Provisioning: Set up and configure AWS resources, such as EC2 instances, MongoDB database according to project requirements.
- Employed critical thinking to orchestrate the end-to-end deployment of CCL Magic on Amazon Web Services (AWS), optimizing infrastructure for scalability and cost-effectiveness.
- Achieved more stability for the web system, cut 30% cost by enabling auto scaling for application to automatically adjust resources based on demand.
- Monitored system performance and resource utilization, proactively identifying, and resolving issues to maintain high availability.
- Continued learning new technology as well as documented the AWS infrastructure, configurations, and deployment processes for knowledge sharing and future reference.
- Technologies: ReactJS, NodeJS, MongoDB, AWS App Runner, AWS Amplify, AWS Route53.

## **Technical skills**

- Language: HTML, CSS, JavaScript, Typescript
- Framework: ReactJS, NestJS, NextJS, Angular, ExpressJS
- Database: MySQL, MongoDB, Postgresql
- Version Control: GitHub, Gitlab
- Testing: Unit testing with Jest, integration testing with Jest
- Design and Document: Figma, Jira, Confluence
- Cloud: AWS

## **Education**

### **Coding Boot Camp**

Full stack web developer with focus on HTML, CSS, and JavaScript MERN stack.

**Monash University**

### **Bachelor of Business**

Major in Marketing

**Kaplan Business School**