**MINH DUC PHAM**

613-513-3651

pham0112@algonquinlive.com

**Skills and Abilities**

* Good at problem solving with critical and analytical thinking
* Work effectively in a team and interested in computers, software and latest technologies
* Fluent English and Vietnamese / Competent German
* Knowledge of essential computers concepts (both software and hardware)
* Diagnose and resolve computers problem (both Window and macOS devices)
* Consult and explain to user definations related to their digital devices and assist them at using it
* Install and set up operating systems and software for computers based on requirements (Familiar with Windows XP/7/8/10, Linux 16.04 and above, macOS 10.9 and above)
* Design, write and test new program using Java language
* Ability to fully understand the information in documents which related to computer hardware, software, security requirements and put them into practice
* Design, maintain and manage a database using SQL and Microsoft Access
* Ability to use Microsoft Office suite, especially Word, PowerPoint, Visio, OneNote and OneDrive.

**Technical Skills**

* **Languages:** Java, SQL
* **Operating System:** Windows, Linux (Ubuntu), macOS
* **Virtual Environment:** VMWare
* **Networking Tools:** Wireshark, Cisco Packet Tracer
* **Database Tools:** Toad, Visio, ERDPlus

**Education**

**Computer Engineering Technology-Computer Science**

Algonquin College 2017-Present

**Work Experience**

**SALE ASSOCIATE**  May 2018 – early August 2018

Samsung Experience Store Vietnam 98 Thai Ha, Hanoi, Vietnam

* Keep track of the products that sold on my shift
* Write the invoice and calculate the day’s total revenue
* Introduce and sell Samsung product to customers
* Assist and help customers who have Samsung devices. Troubleshoot and resolve the issues.

**TEACHING ASSISTANT**  May 2018 - early August 2017

The Ivy-League Vietnam 62 Yet Kieu Alley, Hanoi, Vietnam

* Assist learners and teachers during English lessons
* Translate what the learners try to say to the teachers and vice versa (if needed)
* Write students report weekly and grade their short answer test.

**Academic Awards**

Excellent Student Certificate for all 12 Grades (from Elementary School to Highschool)

Bronze Medal in the 6th ASEAN +3 Teacher & Students Camp for the Gifted in Science

Innovation Award in the 2015 Asia-Pacific Forum for Science Talented

3rd place prize in the Geography Contest for Grade 11 (held by Hoan Kiem and Hai Ba Trung district)

Dean’s Honours List (Algonquin College) - First Year (2017 Fall - 2018 Winter Terms)

**Volunteer**

**ENGLISH TUTOR** August 2016 - December 2016