

Rachel Bach

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CAREER PROFILE

With over 5 years of experience as a former CX specialist, I bring a unique blend of customer-focused skills to my passion as a Web Developer. Transitioning into web development, I graduated with a Full-Stack Web Development Diploma and hold a strong commitment to ongoing self-tech learning. Proficient in React, JavaScript, HTML, and CSS, I specialize in crafting interactive and responsive web applications. My expertise extends to back-end technologies such as Node.js, Express, and database management (MongoDB, SQL). My journey reflects adaptability, resilience, and willingness to learn. I'm eager to channel this energy into contributing to a dynamic web development team, bringing value through innovative solutions and nurturing an environment of continuous growth.

TECHNICAL SUMMARY

Programming Languages

React Js JavaScript
Node Js Express Js

HTML
Rest API

CSS
Ruby

Bootstrap
Ruby on Rails

Database Administration

MS SQL Server MongoDB Atlas

Cloud (AWS)

Elastic Computer Cloud(EC2) Simple Storage Service(S3) Virtual Private Cloud(VPC)

SYSTEMS & APPLICATIONS

Visual Studio Code (VS code)

Figma

MS Office Suite (Word, Excel, Access, Outlook, Powerpoint)

VENDOR CERTIFICATES

AWS Cloud Quest: Cloud Practitioner (issued June 2023) [show credential](#)

ACADEMIC QUALIFICATIONS

Course

Full-stack Web Development
UX/UI Digital Product Design
International Business

Institute

Le Wagon Bootcamp
KeyFrame Multimedia
University of Economics

Year Completed

2022 (in Melbourne)
2021 (in Vietnam)
2015 (in Vietnam)

CAREER SUMMARY

Role

Self-teach learner (for career change)
Full-time student (for career change)
CX Specialist

Name of Organisation

-
Le Wagon Bootcamp
MobiFone

Employment Duration

Feb 2023 - now
Oct 2022 - Dec 2022
Sept 2016 - May 2022

EMPLOYMENT HISTORY

Role

Self-teach learner

Name of Organisation

-

Month Year – Month Year

Feb 2023 - now

After completing the bootcamp, I focus on honing my skills as a full-stack developer by learning React and Node.js. These frameworks are highly popular and have a supportive community. Currently, I am working on my own side project, by applying what I have learned so far.

Side Project: Children Audio Books Web App – 2023

- The idea for this project was initially pitched for the final project at the bootcamp, but unfortunately, not many people were interested in it. Nevertheless, I decided to pursue it as a personal project.
- I developed a responsive UI using React and created API endpoints using Node.js with the Express framework. The database is stored as documents using MongoDB Atlas. Furthermore, I deployed the back-end API to an EC2 instance on the AWS web service.
- GitHub repo: github.com/ngoc-bach/Audi-Kids
- Demo link: audi-kids.netlify.app

Systems and Applications Used:

React Js, JavaScript, Node Js, Express Js, HTML, CSS
React-bootstrap, MongoDB Atlas, EC2 instance

Portfolio Website – 2023

- This is my first portfolio website which I created after learning some fundamental concepts of React.
- GitHub repo: github.com/ngoc-bach/rachel_portfolio
- Demo link: rachel-portfolio.netlify.app

Systems and Applications Used:

React Js, JavaScript, HTML, CSS, React-bootstrap

Role	Name of Organisation	Month Year – Month Year
Full-time Student	Le Wagon Bootcamp	Oct 2022 - Dec 2022

Le Wagon is a global tech training provider that offers full-time, in-person and online bootcamps in Web Development, Data Science, and Data Analytics. Le Wagon was founded in 2013 in Paris, and now has in-person campuses in over 40 cities and 25 countries.

Team Final Project: Dating Ideas Booking Web App - 2022

- It's a team final project for the full-stack web development assessment at Le Wagon Coding Bootcamp. We have four people (including myself) and one week to complete the project with the teacher's assistance.
- I was responsible for building both front-end and back-end development (e.g Product Listing Page, Booking Page, etc) and supporting with designing the app's database.
- GitHub repo: github.com/enazbanks/dateful
- Demo link: dateful.me

Systems and Applications Used:

Ruby, Ruby on Rails, JavaScript, HTML, SCSS
Bootstrap, Cloudinary, PG Search, HotWired Stimulus, PostgreSQL
Trello (for task management), Git Version Control

Role	Name of Organisation	Month Year – Month Year
CX Specialist	MobiFone	Sept 2016 - May 2022

MobiFone Corporation is an enterprise under the Ministry of Information and Communications and being one of the three leading providers of telecommunication and information technology services in Vietnam.

As a CX Specialist within a team of 6, I was responsible for maintaining the revenue and sentiment of existing customers and providing analysis reports according to the requirements.

Responsibilities

- Extracting, storing, and organizing data from various sources for reporting purposes.
- Providing monthly or customized analysis reports to the Head of the Corporate Customer Department.
- Collaborating with internal teams to relay customer feedback and improve service offerings.
- Proposing and implementing promotional events for existing customers through the call center team (e.g., offering a 15% discount on packages for loyal customers).

Achievements

- Contributed to automating data extraction and reporting processes, enabling the creation of monthly reports about existing customers for all relevant teams.
- Proposed and led a new internal collaboration process increasing the productivity of CX specialists and enhancing the customer sentiment.

Systems and Applications Used:

MS Office Suite (Word, Excel, Access, Powerpoint)

Internal Report Systems; Internal CRM System

REFEREES

Referees are available upon request.