

RACHEL BACH

SOFTWARE DEVELOPER

 <https://rachel-portfolio.netlify.app>

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ABOUT ME

With a background in UI/UX and 5+ years of experience in customer service, I recently completed a fulltime coding bootcamp at Le Wagon to pursue my passion for software engineering. As a creative problem-solver with a solid foundation in coding, I am excited to contribute to a dynamic team and to continue growing as a developer.

PROJECTS

Dateful web app

Team Final Project | Melbourne | Le Wagon

- Overview: Dateful is a web application designed to provide couples with personalized date ideas based on their preferences, including romantic, active, or relaxed options, to enhance their overall dating experiences.
- Technologies Used: Ruby on Rails, JavaScript, Bootstrap, Cloudinary, PG Search, HotWired Stimulus, PostgreSQL.

 www.dateful.me

 github.com/enazbanks/dateful

Audi Kids web app

Personal Project | Melbourne | In progress

- Overview: Audi Kids is a web application designed to provide a fun and engaging way for children to access a vast library of interesting audio books.
- Technologies Used: React, JavaScript, React-bootstrap, Jest, React Testing Library.

 <https://audi-kids.netlify.app>

 github.com/ngoc-bach/Audi-Kids

EDUCATION

Diploma at Le Wagon Bootcamp

Melbourne | Oct 2022 - Dec 2022

Full-stack Web development

#1 ranked bootcamp in Melbourne

Diploma at Keyframe Multimedia

Vietnam | Feb 2021 - May 2021

UX UI Digital Product Design

Bachelor at University Of Economics

Vietnam | Jun 2011 - May 2015

International Business

SKILLS

OOP Design, Data Structures & Algorithms

React, JavaScript, NodeJs (Express)

Ruby, Ruby on Rails

HTML, CSS, Bootstrap

REST API, PostgreSQL

Git version control, UX/UI basics, Figma

EXPERIENCE

Customer Experience Specialist

MobiFone | Vietnam | June 2016 - May 2022

Achievements:

- Proposed and led frequent promotion project increasing company's revenue by 10% in 3 consecutive years.
- Proposed and led new internal collaboration process increasing the productivity of CX specialists and enhancing the customer sentiment.
- Collaborated effectively among departments to enhance overall customer experience.