

RACHEL BACH

SOFTWARE DEVELOPER

📍 Melbourne

🌐 [linkedin.com/in/rachel-bach](https://www.linkedin.com/in/rachel-bach)

✉️ thanhngocbach0904@gmail.com

☎️ (+61) 4320 767 99

ABOUT ME

Former Customer Experience Specialist with 5+ of experience and a background in UI/UX. I want to make a career change to software engineer with completing 10-week full-time intensive coding bootcamp at Le Wagon.

Equipped with an assortment of technologies, I am open to new opportunities and looking to utilise my previous experience and transferable skills going forward in a new role as a developer.

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.

Business Development Representative

Escape Game | Vietnam | June 2015 - July 2016

Achievements:

- Developed and maintained strong relationships with clients and media agencies.
- Collaborated effectively with Marketing department to make compelling business proposal acquiring sponsors for the Escape Game's tournament.

PROJECTS

Dateful web app

www.dateful.me

Le Wagon | Melbourne | Final Project

Ruby on Rails, JavaScript, Bootstrap, Cloudinary
PG Search, HotWired Stimulus, PostgreSQL

🐙 github.com/enazbanks/dateful

Audi Kids web app

audi-kids.netlify.app

Personal Project | Melbourne | In progress

React, JavaScript, Sass, Jest, React Testing Library

🐙 github.com/ngoc-bach/Audi-Kids

SKILLS

React, JavaScript

Jest, React Testing Library

Ruby, Ruby on Rails

HTML, CSS, Bootstrap, Sass

PostgreSQL, Git version control

UX/UI basics, Figma

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