

# RACHEL BACH

SOFTWARE DEVELOPER

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

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

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A Full Stack bootcamp graduate with proficiency in Web Development using various frameworks, including React, Spring Boot and Node.js.

## KEY SKILLS

- Web development with React (JavaScript), Spring Boot (Java) and Node.js
- HTML/CSS/Bootstrap/ Material UI
- SQL (My SQL Workbench), REST APIs
- Design tools with Figma and Illustrator
- Unix operating system

## EDUCATION

### React Development Course

General Assembly Bootcamp (Melbourne)

Oct 2023 – Dec 2023

### Full-stack Web Development Course

Le Wagon Bootcamp (Melbourne)

Oct 2022 – Dec 2022

### UX/UI Digital Product Design Course

KeyFrame Multimedia school (Vietnam)

Feb 2021 – May 2021

### Bachelor of Commerce in International Business

University of Economics (Vietnam)

June 2011 – May 2015

## CERTIFICATES

AWS Cloud Quest: Cloud Practitioner (issued 2023)

## INTERESTS

UX/UI Design and Digital Accessibility

## EXPERIENCE

### IT Consultant

FDM Group | Melbourne

Nov 2023 – Now

Join Java Development Training Program:

- Professional Skills (Presentation, Email Written)
- SQL / UNIX / OOD Java
- Database Access in Java (JDBC/JPA/Hibernate)
- Web Development in Java , Spring Framework
- Agile Project Management
- Group software development project

### CX Specialist

MobiFone | VietNam

Sept 2016 – May 2022

Supported Account Manager to optimise customer satisfaction and provided data reports according to the requirements.

- Delivered monthly and customised analysis reports to the Account Manager
- Coordinated with internal teams to relay customer feedback and improve service offerings
- Implemented and led frequent promotional events for existing customers through the call centre team (e.g., offering a 15% discount on packages for loyal customers)

## PROJECTS

- Job Management (React, Spring Boot, MySQL): [github.com/ngoc-bach/job-management](https://github.com/ngoc-bach/job-management)
- Audi Kids (React, Express, MongoDB Atlas, EC2): [audi-kids.netlify.app](https://audi-kids.netlify.app)
- Music Lover (React, Spotify APIs, S3): [react-music-app.s3-website-ap-southeast-2.amazonaws.com](https://react-music-app.s3-website-ap-southeast-2.amazonaws.com)