DUYEN PHAM

FULL-STACK DEVELOPER

nkduyenpham@gmail.com | +60179519242 | linkedin.com/in/nkduyenpham | github.com/nkduyenpham
Kuala Lumpur, Malaysia

PERSONAL PROJECTS & SKILLS

1 - Chatbot with API Integration
- Developed a virtual assistant chatbot using Django, HTML, CSS, and Javascript.

2 - Dynamic News Website
- Implemented a dynamic news website using Django, HTML, CSS, and Javascript.
- Integrated with APIs to fetch and display online news content, ensuring real-time updates.

3 - Web Scraper Tool for TikTok
- Created an automated Node.js-based web scraper tool
- Allows users to download multiple videos from TikTok simultaneously, streamlining content aggregation.

Skills: Python, Django, Flask, Nodejs, Javascript, HTML, CSS, jQuery, PHP, RestfulAPI, Data structure & Algorithm, Reactjs, Google/IBM Cloud Platform, Git, Linux, Docker & Kubernetes, DevOps, Git, Presentation & Communication Skills, Data analysis, Leadership

---

PROFESSIONAL EXPERIENCE

TDCX Malaysia | tdcx.com | 2020 - Present

Quality Assurance Engineer (Promoted Position) | 08/2022 - Present

Promoted to Quality Assurance (QA) role in the Front-end Team after an exceptional 8-month tenure. Pioneered a unique path by being the first QA professional to achieve this role with minimal experience:
- Conduct code reviews and act as senior Front-end developer, optimize codebase, and tackle complex front-end development tasks.
- Worked on the same tech stack as in the Front-end position
- Developed automated tools using internally, tech stack used are Google Apps Script, Python, JavaScript, Nodejs, jQuery, and Bookmarklet to increase the entire QA team auditing efficiency. Honor to receive best performance employee in 2023.
- Conducted training sessions, represented the QA team to analyze quality data, presented findings, and designed action plans for continuous improvement with clients.

Front-end Developer | 12/2021 - 07/2022

Transitioned from a prior role at TDCX to join the Front-end Developer team to follow my passion, capitalizing on my technical strengths and programming expertise. Especially, I excelled in:

- Assisted clients in setting up Google Ads functions (e.g., dynamic remarketing, product schema, e-commerce, enhanced conversions) using HTML, CSS, JavaScript, jQuery, PHP, React
- Assisted clients in preventing website blocking while optimizing the codebase for enhanced performance.
- Utilized gtag (Google tag) and Google Tag Manager for code embedding, followed by code validation using the website console tab or Google Tag Assistant.
- Collaborated closely with various content management systems (CMS) such as Wordpress, Shopify, Magento, Drupal, and Shopbase.
- Achieved high performance within the first three months on the team, facilitating early completion of probation and effective guidance of 10 new team members to achieve their KPI.

Digital Marketing Consultant | 11/2020 - 11/2021

Starting my career after university graduation, my first professional role equipped me with the following key skills:
- Assisted clients in designing Digital Marketing plans, particularly within Google Ads, to address business challenges.
- Established expertise in Google Ads campaign setup, ensuring target delivery, and setting up shopping feeds on Google Merchant Center.
- Provided training to new team members and guiding them to achieve performance targets.
- Consistently delivering top-tier customer service, ranking as a top performer over several months.

EDUCATION

Bachelor Degree

University Of Economics Ho Chi Minh City | International Business (High-quality program)

Professional Certificates

- Back-End Development | IBM (Python, Django, Flask, Databases, Docker & Kubernetes, Microservices, DevOps, Linux)
- Become a Django Developer | LinkedIn
- Building RESTful APIs with Node.js and Express | LinkedIn
- JavaScript for Web Designers | LinkedIn
- Google Cloud Platform (GCP) Essential Training for Developers | | LinkedIn

Languages: English, Vietnamese

PERSONAL INFORMATION

- Nationality: Vietnamese
- Current location: Kuala Lumpur, Malaysia (Willing to relocate)