

Phuong Bac Nguyen

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Education

Seneca Polytechnic - Newnham Campus Toronto, Canada

Advanced Diploma of Computer Programming and Analysis (CPAC) Expect September 2026

Technical Skills

- Languages & Databases: JavaScript, HTML/CSS, C/C++, SQL (MySQL), NoSQL (MongoDB)
- Frameworks & Libraries: Bootstraps, React, Angular, Node.js
- Cloud & DevOps: Git, GitHub, Jira, AWS
- Productivity Software: Microsoft Word, Excel, PowerPoint, Microsoft Teams
- Currently Studying: Python

Projects

Healthcare Client Administration System | C++

- Developed project using OOP techniques to structure the codebase, enhancing the readability for future updates, resulting in an adaptable system architecture
- Efficiently managed interactions between C++ program and Word/Excels files to record client data, resulting in a 50% deduction in time for data retrieval and storage processes while significantly decreasing manual errors.
- Implemented optimised algorithms for efficient data processing, resulting in faster response times.

Package Delivery System | C, C++, GitHub, Jira

- Optimised team workflow by implementing automation testing, resulting in a 70% reduction in bug-fixing time and a 25% increase in overall development efficiency
- Coordinated collaboration among 4 team members on GitHub, managing 2 code repositories and tracking 50+ versions to ensure the effective integration of features
- Applied the Agile methodology, specifically Scrum, to oversee progress weekly, facilitating timely delivery of milestones
- Leveraged Jira's Kanban Boards to visualise workflow and manage tasks clearly, improved project transparency, coordination, and documentation productively
- Utilised traceability matrix to link test cases to project requirements and monitor testing progress, ensuring 100% testing coverage and reducing documentation time by 70%.

Work Experience

Stock Clerk (Supermarket) January 2023 - Present Toronto | Canada

- Efficiently organized and restocked shelves, ensuring that all products were neatly displayed and labeled, which enhanced customer satisfaction and improved sales performance.
- Regularly monitored inventory levels and promptly replenished stock to prevent shortages, maintaining a well-stocked store environment during peak times.
- Worked closely with team members and management to prioritize tasks, ensuring timely completion of restocking duties and contributing to the store's operational efficiency.
- Consistently upheld a clean and safe work environment, adhering to health and safety regulations, which improved the overall shopping experience for customers.

Cafe Attendant May 2018 - January 2019 Hai Duong | Viet Nam

- Provided excellent customer service by preparing and serving high-quality beverages and food, ensuring orders were accurate and delivered in a timely manner.
- Managed daily cafe operations including opening, closing, and cash handling, while maintaining an organized and clean workspace to ensure smooth service during peak hours.
- Played a key role in increasing daily sales by recommending menu items and upselling products, contributing to the cafe's revenue growth.
- Supported team members during busy shifts and trained new staff on proper procedures, creating a cohesive and efficient work environment.