

Thomas Pham

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Career Objectives:

To apply the knowledge and skills gained from my undergraduate studies and past experience in the workplace, in order to assist my future employers in achieving both short-term and long-term goals. Maintain continuous learning and self-improvement with a can do attitude towards challenges inside and outside my area of study.

Education:

Monash Coding BootCamp

Monash University
Expected to graduate in May 2021

2020- Present

Bachelor of Business (International Business)

RMIT University

2014 - 2018

Employment History:

Australia Quick Response (AQR)

Systems Administrator

Full-Time

July 2019 - Present

Key Responsibilities

- First point of contact for any hardware and software issues
- Set up new profile and processing method for new clients
- Constantly think of new technologies to implement into system infrastructure
- Maintain all software and on-site hardware within the company

Key Achievements:

- Upgraded Server from Windows SBS 2008 to 2016 Datacenter
- Implement XG firewall into company system infrastructure
- Upgraded internet speed and stabilize internal network connections of all 60 network dependent devices
- Cut company annual cost by \$4,300 by turning cloud server to physical server
- Created a full backup plan, with only half day of data loss

Office Administrator

Casual: 5 days a week

October 2016 - March 2017

Key Responsibilities

- Processed daily Web Orders, Non-EDI and EDI orders on behalf of company's clientele
- Prepared warehouse pick slip, invoice, transport labels for warehouse operatives for pick and pack
- Communicated with company clientele to resolve any issues current and ongoing
- Contacted and followed up with transport services in regards to daily pick ups
- Processed company inventory replenishment into company Warehouse Management System (WMS)
- Coordinated with partnered administrators based in Vietnam on various tasks to ensure smooth business operation
- Provided IT software and hardware support in the absence of IT technician

Key Achievements

- Created a Microsoft Excel spreadsheet that streamlined stock inventory visibility tenfold
- Set up 8 company desktop workstations and added them to the company domain ready for warehouse operative use
- Helped develop company application in unison with reworked company pick and pack system

Warehouse Assistant

Casual: 5-6 days a week

December 2013 - February 2015

Key Responsibilities

- Picked and packed customer orders and maintained stock inventory levels
- Neatly stacked boxes from containers onto pallets ready for warehouse storage
- Operated forklift to move and store pallets in an orderly and accessible manner in warehouse
- Maintain occupational health and safety conduct inside the workplace to myself and those around me

Key Achievements

- Helped plan and set up the company security camera system, with 7 cases of fraudulent behaviour being captured on film.
- Involved in moving the entire Bardot warehouse inventory into AQR warehouse space, ready for operation 2 days later.
- Promoted from warehouse assistant to office administrator
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Volunteer Work:

Vietnamese Buddhist Youth Association

Youth Worker

2015 - Present

- Planning and conducting weekly Sunday activities for young adult members
- Food handling at Quang Minh Temple
- Volunteering at annual Lunar New Year Festivals

Skills Summary:

Communication skills

- Fluent in both English and Vietnamese.
- Choosing the right medium to contact business clientele
- Ability to confidently and thoroughly present research to colleagues and a board of executives
- Using negotiation and reasoning to deliver a business case solution whilst taking in varying opinions

Technical skills

- Information System and Business Analysis, i.e. analysing current business operations and finding a way to improve it
- IT hardware and software knowledge
- Microsoft Excel: *Pivot Tables, Fill Functions, Formatting*
- Microsoft Access: *Forms, Queries, Report*
- Licence to Perform High Risk Work: Class Lf (Fork Lift), Expiry: 21/12/2021

Teamwork and Leadership skills

- Conflict Management, i.e. ensuring my team members at youth group camp are able to voice opinions
- Creative and critical thinking, i.e. Designing a solution to increase company stock inventory visibility
- Reliable in completing tasks on time and satisfaction of my superior
- Delegating tasks to capable individuals, in order to achieve the best outcome
- Active listener

Achievements:

- 2012 - Ivanhoe Army Cadets: CUO (Cadet Under Officer) of Medics
- 2016 - Elected Vice-President of RMIT Asian Association

References:

Van Nguyen
Senior Manager
Australia Quick Response

Kim Ly
Supervisor
Starbucks

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