

Ha Phuong Pham

IT Graduate

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📍 Clayton, VIC 3168, Australia

Adaptable and passionate recent IT graduate majoring in Business Information Systems, with a balanced blend of expertise in **business analysis**, **process optimization**, **data-driven decision-making**, and **web development**. My education and experience have honed my ability to enhance business processes and develop effective technical solutions. I am seeking an IT-related position that offers real-world professional experience, enhancing my IT solution expertise. I aim to contribute to a dynamic team that prioritises innovation and collaborative growth.

Education

Monash University

Mar 2021 - Nov 2023

Clayton, VIC, Australia

- Bachelor of Information Technology, Major in Business Information Systems
- Relevant Courses:
 - Business Information Analysis
 - Information Systems Development
 - IT Project Management
 - IT Strategy and Governance
 - Business Decision Modelling
 - Interactive Media (HTML, CSS, JavaScript)
 - Programming Fundamentals in Java
 - Databases (Oracle SQL)
 - Data Analytics (R Studio)
 - Data Visualisation (Tableau, VegaLite)
 - Usability (Figma)
 - Web Database Interface (PHP, CakePHP)

Monash College

Aug 2019 - Oct 2020

Melbourne, VIC, Australia

- Monash University Foundation Year - Extended

Relevant Projects and Coursework

➤ Business Website Development (Cohere Community)

- **Project Description:** Collaborated with a team to develop a dynamic website to introduce the client's community and services.
- **Key features:** Membership Subscription, Member/Admin Portal, Resource Management, Content Management System
- **Tools Used:** CakePHP framework, phpMyAdmin, HTML, CSS, JavaScript, Bootstrap, Trello Board, Google Drive, Stripe, Canva, Agile Methodology
- **Role & Contribution:**
 - Developed high-fidelity prototypes and designed website aesthetics.
 - Managed key documentation, including meeting minutes, iteration reports, UAT, User and Technical Documentation; developed User Journey and User Stories.
 - Executed input validation for data integrity and optimized user interactions.
 - Continuously communicated with the client, aligning project development with their expectations and feedback for optimal results.
- **Skills Developed:** Web Development, Front-End Design, Databases, Data Validation, Professionalism, Business Analysis, Client Communication, Documentation, Teamwork, Problem-Solving

► Hiking Application Prototype Design

- **Project Description:** Developed a high-fidelity prototype for a user-friendly hiking application using Figma, focusing on enhancing the outdoor experience with features like trail maps and user reviews.
- **Tools Used:** Google Forms, Figma
- **Role & Contribution:**
 - Conducted extensive user research through questionnaires and studies to understand user needs and preferences, informing the application's design and theme.
 - Applied fundamental design principles, including Norman Heuristics and Shneiderman's Golden Rules, to create a user-centric and effective prototype design.
 - **Link to the prototype:** <https://www.figma.com/proto/p85IOo2RZKazNXIZHerMyd/TheHike?type=design&node-id=1-441&t=G6qAipt6vYBuJH5J-1&scaling=scale-down&page-id=0%3A1&starting-point-node-id=1%3A441&mode=design>
- **Skills Developed:** UI/UX Design, Data Analysis, Design Proficiency, Visual Communication, Team Collaboration

Professional Experience

► Retail Team Member

Feb 2023 - Present

Coles Supermarket, Oakleigh, VIC, Australia

- Prepared and served a variety of deli products demonstrating expertise in food safety and handling, ensuring quality and hygiene standards are met.
- Collaborated effectively with team members to ensure efficient store operations.
- **Skills Developed:** Food Safety, Teamwork, Health & Safety, Food Handling, Customer Support

► Project Intern

Jun 2023 - Jul 2023

PT. Analis Forensik Digital, Indonesia

(2 months)

- Participated in a project at PT. Analis Forensik Digital to analyse Indonesia's SOC market, focusing on market segment identification for business growth.
- Conducted thorough market research and analysis to identify expansion opportunities.
- Assisted in developing a market entry strategy.
- Presented findings in the 'TeaMWork Presentation' (video: <https://www.youtube.com/watch?v=FM4YIGCM9Eo>).
- **Skills Developed:** Market Research, Strategic Analysis, Cross-cultural Collaboration

Volunteer Experience

● Student Ambassador

Aug 2023

Monash University

- Represented Monash University as an Open Day Student Ambassador, providing assistance and guidance to visitors.
- Actively promoted campus life and the university's community, creating a welcoming environment for prospective students and families.

● Volunteer

Aug 2022

Faculty of Information Technology, Monash University

- Volunteered for IT Faculty on the university's Open Day, assisting visitors with information about IT courses and campus facilities.
- Contributed to creating an informative and supportive atmosphere for prospective students exploring IT programs.