Ha Phuong Pham

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http://phphuong2002.github.io/haphuongphamportfolio/

IT graduate with a growth mindset, proficient in Business Analysis and Front-End Development, delivering customer-centric solutions through design thinking. Excels in cross-functional team environments, leveraging expertise in project management to meet time, scope, and budget requirements.

Education

Monash University | Clayton, VIC, Australia   *Mar 2021 – Nov 2023*
- Bachelor of Information Technology, Major in Business Information Systems
- Extracurricular Activities:
  - **Student Ambassador** | Monash Open Day
  - **Student Volunteer** | Faculty of Information Technology

Monash College | Melbourne, VIC, Australia   *Aug 2019 – Oct 2020*
- Monash University Foundation Year – Extended

Relevant Projects and Coursework

Web Development
- Built an **end-to-end web application** within a collaborative team environment, showcasing client's business and services utilizing **CakePHP Framework**.
- Developed features including **authorization and authentication**, **membership subscription**, **member/admin portal**, **resource management**, **and content management system**.
- Analyzed client's business requirements and processes through document analysis, interviews, and **user journey mapping**.
- Managed **project documentation** and developed **user journeys** and **user stories** to guide development.
- Developed **front-end user interfaces**.
- **Collaborated** closely with the **client** to gather **technical requirements and business rules**, ensuring alignment with the development team.

Hiking App Prototype Design (Link to prototype)
- Designed a **high-fidelity interactive prototype** for a user-friendly hiking application using **Figma**, focusing on enhancing the outdoor experience with features like trail maps and user reviews.
- Conducted extensive **user research** through questionnaires to collect user data, 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 **low-fidelity to high-fidelity prototype design**.

Professional Experience

Retail Team Member | Coles Supermarket, Oakleigh, VIC, Australia   *Feb 2023 – Present*
- Preparing and serving Deli products, delivering exceptional customer service, supporting the store manager in facing shelves and maintaining a clean and organized aisle section.

TeaMWork Intern | PT. Analis Forensik Digital, Indonesia   *Jun 2023 – Jul 2023*
- Joined a **virtual internship** provided by Monash University collaborating with Warwick University to participate in a team project focused on conducting thorough market research, analyzing competitor landscapes and industry trends, and presenting actionable insights to determine **optimal market entry strategies** for PT Analis Keamanan Siber's Security Operation Centre (SOC) services in Indonesia.

Skills

- **Programming** | HTML · CSS · JavaScript · Java · SQL · PHP
- **Framework/Tool** | PHPMyAdmin · Figma · Tableau · Bootstrap · Git · Trello
- **Data Analysis & Visualization** | R studio · Tableau · VBA
- **Business & Governance Framework** | Agile Methodology · ITIL · COBIT
- **Language** | English · Vietnamese