

HENRY LE

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Summary

Adaptable IT graduate with expertise in technology and business development, seeking a position in IT support within a growth-oriented company. Proficient in HTML5, CSS, JavaScript, Python, C++, and SQL with experience in developing and maintaining web applications and databases. Experienced in IT infrastructure maintenance, MSPs collaboration, and delivered customer-centric IT strategies to boost operational efficiency and user satisfaction.

Education

Swinburne University of Technology | Melbourne, AU | 2022

Bachelor of Information and Communication Technology | Software Technology Major

Work Experience

Web Administrator and Developer | Queen of My Universe - Melbourne, AU | 03/2022 - 11/2022

- Co-led team to develop a responsive **WordPress** website for a Melbourne-based personal coach, utilizing **PHP**, **HTML5**, and **CSS** to ensure an appealing and user-friendly **UI**, elevating online presence and user engagement.
- Established modifications in the **Yeast SEO** plugin to enhance **SEO optimization**, and **XML** sitemap generation, resulting in a 25% increase in organic search traffic.
- Enhanced customer service by optimizing email inquiries and implementing appointment scheduling, reducing scheduling errors by 30% and saving 15 hours weekly.
- Leveraged **UpdraftPlus** plugin to automate regular website backups and streamline restoration processes, ensuring minimal data loss and improved disaster recovery capabilities.
- Executed marketing strategies using tools such as **MailChimp** for email scheduling, and engagement measurement, resulting in increased brand recognition and audience interaction.

Software Developer | ATM Online VN - Ho Chi Minh, VN | 01/2022 - 03/2022

- Troubleshooted and maintained an in-house website workflow using **HTML5**, **CSS / Styled Component**, **React**, and **Typescript**, resulting in a 20% increase in website performance.
- Integrated authentication and authorization using **JWT tokens** and **Passport.js** while applying **Redux** for efficient handling state in **React Native** components, providing more secure access control.
- Employed testing framework using **Jest** for more advanced utilities and rendered components in unit tests.
- Collaborated with backend developers to optimize **Node.js API** calls, reducing data transfers. This resulted in a well-structured **React** codebase while also achieving 30% faster loading times.

Business Consultant | Ngalaya Indigenous Corporation – Sydney, NSW | 09/2021 - 11/2021

- Created interactive dashboards, heatmaps, and trend analyses in **Power BI** and **Tableau** for real-time data insights, enabling informed stakeholder decisions.
- Crafted a comprehensive philanthropic fundraising strategy using **Zoho CRM** to streamline donor relationship management and enhance fundraising effectiveness.
- Designed persuasive proposals and pitch materials for securing one-time/seed funding for strategic sustainability projects, leveraging **Adobe Creative Suite** for impactful visual communication.
- Acted as a key liaison for stakeholders, including tribal leaders, community members, and partner organizations, addressing their concerns and needs effectively.

Skills

- **Programming:** JavaScript (ES6), HTML, CSS, Python, SQL, PHP and C++.
- **Tools & Platforms:** AWS, Git, WordPress, Magento, Netlify, Slack, Jenkins, Figma.
- **Software & Support:** Microsoft Office 365, Adobe Creative Suite, Zendesk, Jira, Zoho.
- **Hardware & Network:** Hardware and Network configuration, Network Protocols (IP, TCP, HTTP, etc.), Troubleshooting and Diagnostics, and Managing LANs over different platforms, including Windows and Linux.

Certifications

- **Advanced Google Analytics** - Google (2022), **AWS Knowledge: Cloud Essentials** - Amazon Web Services (AWS) (2023), **SQL (Basic) Certificate** – Hacker Rank (2023).