

# Rikki Nguyen

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## Skills & Abilities

- **Web Development:** HTML, CSS, JavaScript, PHP, MySQL, jQuery
  - **Database Management:** Building and managing interactive web pages and databases
  - **Team Collaboration:** Effective cooperation in multi-disciplinary teams
  - **Problem-Solving:** Ability to solve problems within given time frames
  - **Learning & Adaptability:** Positive attitude towards learning new skills and technologies
  - **Communication:** Highly developed oral and written communication skills
  - **Troubleshooting:** Autonomous problem resolution
  - **IT Proficiency:** Fluent in fundamental IT skills, ability to support new technologies
  - **KPI Achievement:** Consistently meeting key performance indicators
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## Professional Summary

I have a background in both customer service and Information Technology, which has given me valuable real-world experience and helped me develop strong interpersonal abilities. I enjoy working with others to achieve common goals and pride myself on being flexible and understanding of others' needs. These qualities make me a great team player, and I am confident in my ability to meet requirements, hit deadlines, and handle any challenges that come my way.

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## Education

### Diploma in Information Technology - Web Development (2023)

- Designing and managing websites independently or as part of a team
- Web programming with PHP and MySQL
- SQL and database design
- Creating user-friendly and functional web applications
- Web security testing
- JavaScript and jQuery programming

## **Certificate IV in Information Technology - Web-based Technologies (2022)**

- Awarded highest grade pass in class
- Building and designing interactive web pages and databases
- Creating websites using HTML and CSS
- Client-side programming with JavaScript and jQuery
- Server-side programming with PHP and MySQL
- Search engine optimisation (SEO)
- Design fundamentals, Adobe Photoshop
- Selecting a web host, Content management systems (CMS)

## **Certificate IV in Information Technology Networking (2016)**

- Building and configuring computers, networks, servers
- Installing and configuring Windows Server, Active Directory, VMWare
- Troubleshooting

## **Certificate III in Information Technology, Communications and Digital Media (2015)**

- Advanced support of Microsoft Office apps (Excel, Word, Access)
  - Advanced support of digital media applications (Adobe suite)
  - Awareness of ethical issues and WHS in relation to IT
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## **Work Experience**

### **Datacom - Customer Service Representative (2019 - 2020)**

- Answered customer enquiries relating to tax affairs, debt, and MyGov for the ATO
- Handled inbound and outbound calls
- Escalated calls where appropriate
- Used Siebel to manage customer enquiries
- Resolved problems using scripting and resources
- Worked as part of a team, managed KPIs, handled confidential information

### **Kordia Solutions - Desktop Support Contractor (2017 - 2019)**

- Provided technical assistance for new technologies at Westpac branches
- Worked within a team, traveled to various work sites
- Troubleshoot within a virtual environment (Citrix)
- Mapped printers and network drives

### **Additional Experience:**

- **Customer Service Assistant | Timezone (2014)**
- **Salesperson | Australian Power & Gas (2013)**
- **Storeperson | Salvation Army (2012)**