Pham Minh Tam

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💼 Career Objective

Entry-level IT professional with hands-on experience in CRM system implementation, configuration, and system support. Seeking a Technical Support / Software Implementation role where I can assist customers in using software products, deploy and configure systems, manage data accuracy, and support stable system operations while continuously improving technical and communication skills..

🎓 Education

Can Tho University   Can Tho, Vietnam
Software Engineering - Awaiting Graduation   *2021 – 2026*
> GPA: 3.39/4.0
> Certifications: VSTEP English Certificate (B1/Level 3), TOEIC Certificate with score 470

◔ Experience

Intern CRM System Implementation Assistant   09/2025 – 11/2025
CUSC - Cantho University Software Center   *Can Tho, Vietnam*
> Participated in CRM system implementation and customization using Vtiger CRM to meet internal business and operational requirements.
> Configured modules, workflows, user roles, and permissions according to business processes and user responsibilities.
> Supported CRM system operations by managing customer data, ensuring data accuracy and consistency.
> Assisted in analyzing data flows, user roles, and database structures within the CRM system.
> Collaborated with team members to handle user issues, system incidents, and usability improvements.

⚗ Projects

Spring Boot Train Ticket (12/2025 – 01/2026)
> Designed and implemented a role-based management system for users, staff, and administrators.
> Built business workflows for booking, payment handling, ticket cancellation, and seat allocation.
> Implemented authentication, authorization, and transactional data consistency.
> **Github**: https://github.com/tamph973/springboot-train-ticket-demo.

Microservice Spring Boot (08/2025 - 09/2025)
> Built a distributed system with centralized configuration, service discovery, and API gateway
> Designed inter-service communication and data consistency strategies.
> Gained hands-on experience with system scalability, monitoring concepts, and fault tolerance.
> **Github**: https://github.com/tamph973/microservice-springboot.

Second-hand E-commerce Platform (05/2025 - 08/2025)
> Designed a multi-role system (guest, user, seller, admin) with access control and permissions.
> Implemented approval and moderation workflows for product management.
> Focused on system reliability, logging, and data management.
> **Github**: https://github.com/tamph973/second-hand-e-commerce.

⚙ Skills

Programming: Java, JavaScript, PHP.
Frameworks/Libraries: Spring Boot, Node.js, Express.js.
Databases: MySQL, PostgreSQL, MongoDB.
Tools/Other: Git, GitHub, Postman, Docker (Basic), Vercel.