

TRANG PHAM

Software Developer/Tester, or IT Support Specialist

Cellular: (613) 879-2358

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Languages: English.

OBJECTIVE

My objective is to work as a Software Developer or Tester in a challenging software development project.

I'm also interested in applying my troubleshooting and problem-solving skills in a role as an IT Support Specialist

WORK EXPERIENCE

IT Support Specialist at Millennium VN Consulting (June 2023 – Present)

- Responsible for the corporation's IT infrastructure; provided technical support for hardware (desktops, laptops, and printers); maintained network equipment (routers, servers, and firewalls); troubleshoot network connectivity issues; installed, upgraded and troubleshoot software applications (Microsoft Windows, Microsoft Office Suite, Microsoft SQL Server, Azure DevOps); provided support for email and communication systems (Gmail, Zoom).

Product Support, Business Software Joint Stock Company (2012-2018)

- Responsible for marketing and support of a software product to manage Customer Sales and Product Inventory for a business software firm in Ho Chi Minh City, Vietnam; provided customer training; acted as a liaison between customers and product management; helped with testing for the Quality Assurance team.

EDUCATION

- Diploma of Computer Programming (Dean's Honours List), 2-year program (Algonquin College, Canada – April 2023)
- Certificate of Corporate Accounting, 1-year program (Vocational School of Commerce, Vietnam, 2011)
- Diploma of BioTechnology, 3-year program (Technology Engineering University, Vietnam, 2010)

Major Programming Courses

- Enterprise Application Programming (Java/Jakarta Enterprise Edition, MySQL)
- Programming Language Research Project (C#/Visual Studio, Microsoft Project)
- Database Systems, Advanced Database Systems (SQL, Oracle, MySQL, MongoDB, NoSQL)
- Software Development Project (Python Game Project)
- Operating Systems (GNU Linux)
- Mobile Graphical Interface Programming (Android Studio, Java, XML)
- Web Programming (Javascript, PHP, HTML, Apache)
- Object-Oriented Programming (Java)
- Object-Oriented Design Patterns (Java)
- System Analysis & Design (Microsoft Vision, Visual Paradigm)
- Network Programming (Cisco Packet Tracer)

- Business Intelligence & Data Analysis (WEKA, Microsoft Excel)
- Introduction to eBusiness
- Tech Math for Computer Science
- Tech Communications for Engineering Technology

TECHNOLOGY EXPERIENCE

Languages

- Python
- C#
- Java, JavaScript
- SQL
- NoSQL
- PHP
- HTML, CSS, XML

Database Management Software

- Oracle SQL Developer
- Microsoft SQL Server
- MySQL WorkBench
- MongoDB

Operating Systems, Software & Tools

○ Microsoft Visual Studio	○ Apache Server
○ Microsoft Visual Source	○ GitHub Developer Platform
○ Microsoft Azure DevOps	○ Microsoft PowerPoint
○ Eclipse Integrated Development Environment	○ Microsoft Project
○ Android Studio	○ Microsoft Visio
○ Swagger REST API	○ Visual Paradigm Diagram Tool
○ GNU Linux	○ WEKA Data Analysis & Machine Learning Tool
○ Microsoft Visual Studio	○ Apache Server
○ Cisco Packet Tracer	