

Andy Nguyen

Software Developer

I am a graduate student with strong foundational skills in software development and in-demand programming languages. I am an excellent verbal and written communicator, with 5+ years in customer service.



Work History

2020-01 -

Current

Shift Supervisor

Starbucks

- Resolved customer complaints and issues and offered thoughtful solutions to maintain customer satisfaction.
- Trained new employees and delegated daily tasks and responsibilities.
- Maintained a well-organized production space to maximise efficiency in the work environment.
- Completed store opening and closing procedures and balanced tills.

2018-01 -

2020-01

Barista/Barista trainer

Starbucks

- Controlled line and crowd with quick, efficient service.
- Pleasantly interacted with customers during hectic periods to promote fun, positive environment.
- Trained new team members with positive reinforcement and respectful, encouraging coaching.



Contact

Phone

0415 759 757

E-mail

andy.l.h.nguyen@gmail.com



Skills

Full Stack Developer

C#/.NET proficiency

HTML, CSS, Bootstrap

Entity Framework

React Native, React, JavaScript

Node JS

SQL Server

MongoDB

Object Orientated Programming

RESTful API

Git/GitHub



Education

2019-05 -

2020-04

Certificate IV in Information Technology: Information Technology

Tafe NSW - Miller Tafe College

**2022-05 - Certificate IV in Information Technology
2023-04 (Programming): Computer Programming**

Tafe NSW - Petersham, NSW

**2023-01 - Diploma of Information Technology:
2023-06 Advanced Programming**

Tafe NSW - Petersham, NSW



Full-stack Reservation System

I have developed a full-stack reservation system for small/medium restaurants in C#, this system is designed to migrate their legacy booking system to the ICT industry standard.

Features:

- The ability to make a reservation anonymously or register and book with a user account.
- Staff have the ability to make/update reservations for guest and assign them to tables.
- Managers have the ability to create/manage sittings as well as to look at reports for the system.
- Mobile Application for staff to take orders.

I developed the system through utilising programming languages such as

- C#
- ASP.NET Core
- React Native
- ORM framework such as Entity Framework
- Non-Relational database such as MongoDB
- Relational Database such as SQL Server