

# 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 efficiently 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.



## Education

2019-05 -  
2020-04

### Certificate IV in Information Technology: Information Technology

*Tafe NSW - Miller Tafe College*



## Contact

### Phone

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### E-mail

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## 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

2022-05 -  
2023-04

## **Certificate IV in Information Technology (Programming): Computer Programming**

*Tafe NSW - Petersham, NSW*

2023-01 -  
2023-06

## **Diploma of Information Technology: Advanced Programming**

*Tafe NSW - Petersham, NSW*



## **Projects**

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### **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*