Nhu Tung, Vu
Application Management Engineer

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OBJECTIVE

As an accomplished support engineer with a solid 6-year IT and customer service background, I am seeking a part-time employment opportunity while concurrently pursuing my post-graduation diploma to leverage my academic knowledge and develop practical skills in a professional setting, contributing to both personal growth and the success of the organization.

EDUCATION —

Douglas College
Computer and Information Systems (Post-Baccalaureate)

University of Royal Melbourne Institute of Technology (RMIT) in Vietnam.
Bachelor's degree in Economics and Finance.

University of Alabama at Birmingham.
Major in Personal Finance and Accounting.

EXPERIENCE

From Aug 2021 – Aug 2023
Commercial Support Representative • NITECO Vietnam Ltd.
Reference: https://niteco.com/
Responsibilities: Provide 24/7 support. A frontline engineer provides support related to web applications, content management systems, and hosting services.

Aug 2019 – May 2021
Technical Support Representative Stage 2 • Microsoft Dynamics 365 Suite • Tek-Experts Vietnam.
Reference: https://tek-experts.com/
Responsibilities: The representative provided support directly to Microsoft end-users for the commercial products of Microsoft.

Nov 2017 – Aug 2019
Customer Support Representative • Microsoft Office 365 Suite • Tek-Experts Vietnam.
Reference: https://tek-experts.com/
Responsibilities: Working in a call center environment, taking incoming calls directly from Microsoft consumers, and providing technical support related to Office 365.

KEY SKILLS —

Microsoft Office 365
Microsoft Dynamics 365
EPiServer CMS
SQL and Relational Database
Python
Data Structure
HTML, CSS, JS
Bash
Git
NodeJS

CERTIFICATIONS

2023 – Relational Database Certification (freeCodeCamp)
2023 – Data Visualization Certification (freeCodeCamp)
2023 – Front End Development Libraries (freeCodeCamp)
2022 – JavaScript Algorithms and Data Structure (freeCodeCamp)
2022 – Responsive Web Design (freeCodeCamp)
2021 – Bachelor's degree in economics and finance from RMIT
2021 – Google Data Analytics Professional Certification (Coursera)
2020 – Python Data Structure by the University of Michigan
2020 – SQL for Data Science by the University of California

PROJECTS

Front-end portfolio
https://tungvu1234.github.io/webdesign/
World Cup Database
https://github.com/tungvu1234/wcdatabase
Bash Guessing Games
https://github.com/tungvu1234/guessing_game
Bash Salon Store
https://github.com/tungvu1234/salon

REFERENCES

LinkedIn
https://www.linkedin.com/in/vunhutung1994/
GitHub
https://github.com/tungvu1234

Tek – Expert Vietnam
https://tek-experts.com/
Niteco Vietnam Ltd
https://niteco.com/