



LE HOANG DUY ANH

Software Developer – System – Helpdesk

Portfolio: <https://lhdduyanh02.github.io/portfolio/>

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Tan Hung Ward, HCMC
📅 01/09/2002 - ♂ Male

EDUCATION

- 2020 – 2024** **Can Tho University**
Major: Software Engineering
GPA: 3.49 / 4.0
- 2022** **VSTEP Certificate Of Proficiency In English**
Level 3 (B1), Overall Score: 5.0
- 2025** **Networking Basics**
Issued by Cisco

WORK EXPERIENCE

- June - July 2025** **IT Support**, ZiiChat - Conversational Commerce Solutions, Can Tho.
- Maintained and troubleshooted hardware for PCs and servers.
- Handled software issues across multiple operating systems including Ubuntu, macOS, Windows.
- Responsible for installing operating systems, setting up administrator accounts, and configuring development environments tailored to team requirements.
- May 2023 - July 2024** **IT Helpdesk**, Gia Viet English Language Limited Company, Can Tho.
- Maintained a private internet system for over 80 users using multiple internet lines and load balancing.
- Installed operating systems and software for Windows, macOS computers and Ubuntu Server, troubleshoot software errors. Set up printer sharing and network folder sharing within the internal network.
- Managed the company's on-premise ERP system.
- Performed system administration using Ubuntu Server CLI.
- Installed and configured OpenVPN for secure remote access, configured the firewall on Ubuntu Server to enhance network security.
- Collaborated with outsourced software developers to maintain and upgrade the company's management system website and mobile application.
- Coordinated with IDP Education to ensure smooth operation of the Computer-Delivered IELTS Lab.
- May - July 2024** **Software Engineer Intern**, VNPT Vinh Long.
- Design and implement new functions for a web project using Python FastAPI and MS SQL Server.
- Work with the team and supervisor to evaluate and enhance existing functions.

PROJECT

- 08 - 12/2024** **Car care services management system** - Graduation Thesis, Can Tho University.
Designed, developed, tested, and documented a web-based system for managing car care and detailing services, supporting online payments, and providing notifications via a Telegram bot.
Technology: Java 21, Spring Boot Framework, JPA, Bootstrap 4, JQuery, MySQL, Nginx, Telegram Bot API, VNPAY Payment Gateway, RESTful API.
- 05 - 07/2024** **Internship student management system** - Developer Internship, VNPT Vinh Long.
Worked with the team and supervisors to develop new features and enhance existing functions for a web-based system that manages internship students. The system supports student information management, task assignment, progress tracking, and report generation.
Technology: Python, FastAPI, Bootstrap, Microsoft SQL Server, Telegram Bot API, RESTful API.
- 01 - 04/2024** **Restaurant, eatery, and café management application** – Term Project.
Designed, developed and documented a desktop application to manage income and expenses, invoices, orders, and menus efficiently, the application also supports financial reporting and employee account management.
Technology: Java 21, Java Swing, MySQL.

SKILLS & KNOWLEDGE

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| Programming Technologies Frameworks Tools Other skills | <div>Java, Python, SQL</div> <div>JPA, OOP, RESTful API, jQuery, Swagger UI, Design Patterns</div> <div>Spring Boot, Fast API, Bootstrap</div> <div>Git, GitHub, Docker, Podman, Nginx, Caddy</div> <div><ul style="list-style-type: none">• Capable of using the Linux command line• Basic understanding of service deployment on Linux systems (e.g., Ubuntu)• Can install and configure basic network devices• Basic understanding of networking concepts such as IPv4, network types/media, protocol standards and application layer services</div> | <div><ul style="list-style-type: none">• Have knowledge of Docker containers, Docker compose and Podman pods• Web automation testing using Selenium WebDriver and Java• Learn and adapt to new technologies quickly• Understand basic reverse proxy setups using Nginx or Caddy</div> |
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