Kent Vuong

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SUMMARY

Junior Software Developer transitioning from front-end roles and IT support, with hands-on experience in JavaScript, HTML, and C++. Demonstrates strong problem-solving skills through project-based learning and freelance work. Adept at writing clean, scalable code and collaborating in team environments while continually building technical expertise.

TECHNICAL SKILLS

- **Languages**: JavaScript, HTML, CSS, Python, C++, PHP
- **Frameworks/Libraries**: Svelte, Vue.js, Nuxt, Next.js, Tailwind CSS, Angular, NodeJs
- **Dev Tools**: Supabase, Git, VS Code, REST APIs, Netlify
- **Systems/IT**: Windows & Mac admin, ticketing platforms, networking, remote troubleshooting, Databases, Operating Systems, Email Systems, Microsoft Office
- **Other**: Fast typing (90-110 WPM), version control, system deployment, continuous learning, Basic Programming Experience

PROFESSIONAL EXPERIENCE

Aussie Broadband   **Apr 2024 - Mar 2025**
Technical Support Officer
- Delivered Tier 1 and Tier 2 technical resolution for home and enterprise network issues, reducing escalations by 30%.
- Automated modem configuration checks and improved knowledge base entries for recurring NBN setup issues.
- Collaborated with engineering teams to log, analyze, and document system behavior across routers and ISP infrastructure.

Freelance / Contract Roles   **Jul 2022 - Dec 2023**
IT Systems Support & Technical Ops
- Maintained endpoint devices and conducted system diagnostics for SME clients, resolving hardware/software issues and managing updates.
- Implemented scripted automation tasks utilizing basic programming experience to handle backups and software deployments in Windows environments.
- Gained exposure to full-stack tooling while experimenting with Vue and Supabase on internal tools.

Bunnings Ltd   **Apr 2022 - Jun 2022**
IT Service Desk Support
- Handled ticket-based system administration for 300+ staff, including device provisioning, printer network mapping, and account troubleshooting.
- Conducted diagnostics and deployed security patches across Windows machines.

Probe CX   **Apr 2020 - Jan 2022**
IT Specialist
- Delivered Level 2 technical diagnostics and system imaging for internal users, transitioning from support to back-office IT operations.
- Managed incident reports, software reconfiguration, and hardware setups across hybrid work setups.

EDUCATION

SAE Institute Australia   **Sep 2019 - Dec 2022**
Associate Degree, Game Development

Morley Senior High School   **Feb 2010 - Oct 2016**
High School Diploma

PROJECTS

Team Blob
- Built a dynamic esports platform with animated galleries, real-time player status banners, and schedule management backed by Supabase.

Blob Shop
- Developed a demo e-commerce app with filterable product listings, animated special offers, cart functionality, and user authentication.