

VU (TROY) PHAN

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SUMMARY

I am a Dynamics 365 Developer/Web Developer in Melbourne, Australia, passionate about web technologies.

I'm dedicated to leveraging Dynamics 365 and the Power Platform to create innovative CRM solutions that drive business impact. Eager to grow and contribute to team success, I'm open to connecting with professionals who share a similar passion for web technologies.

PROFESSIONAL EXPERIENCES

IT EXPERIENCES:

Dynamics 365 Developer (ENGAGERM, 08/2022 - present)

Specializes in developing custom and core solutions with Power Platform and web technologies to fulfill client requirements.

PowerPlatform/MS Dynamics 365/Core Product:

- Specialize in configuring and customizing Microsoft Dynamics CRM to meet client requirements.
- Develop custom CRM solutions, forms, and plugins based on specific business needs.

Custom Solutions:

- Develop/maintain/deploy ASP.NET web applications to interact with Microsoft Dynamics CRM.
- Develop/maintain/deploy WCF & WebAPI services, focusing on service integration and functionality.

Other Responsibilities:

- Handle bug fixing and enhancements for existing features, ensuring high-quality solutions.
- Provide developer support for escalated cases, contributing to efficient problem resolution.
- Maintain product versioning, ensuring updates and upgrades are systematically implemented.

IT Support (GYMNASTICS AUSTRALIA, 02/2020 – 08/2022)

Level 3 technical support (national level) for the system of 4 levels.

Daily Routine:

- Providing comprehensive technical support to Gymnastics Australia members by swiftly resolving issues and fulfilling requests.
- Overseeing the day-to-day management of Gymnastics Australia's internal ICT infrastructure, including networks, telephony, hardware, servers, and meeting technology.

- Conducting monthly data backups and generating insightful reports to aid decision-making.

Development Responsibilities:

- Developing custom dashboards within the CRM system to present key data metrics.
- Designing and developing SSRS reports to facilitate business process automation and ensure data validation, leading to more efficient workflows and higher data accuracy.
- Implementing and troubleshooting security policies tailored to align with the requirements of various departments, ensuring compliance and enhancing overall organizational security.
- Actively involved in the optimization and regular maintenance of various systems, including:
 - iMIS National CRM/Database
 - eTrainU Learning Management System
 - Kayako Support Site
 - Prospective Data Warehouse
 - WWCC Validation System
 - Online Competition Registration Platform

Web Developer (SHIFTSHAPPENS, 07/2020 - present)

Contracted as a web developer to design and develop a custom website for a client.

Development Responsibilities:

- Specialize in custom WordPress website design and construction tailored to client needs.
- Manage hosting, domains, and DNS settings for seamless online experiences.
- Implement SSL certificates to boost website security.
- Develop and optimize responsive content, ensuring functionality and superior user experience through comprehensive testing.
- Deploy automated backup solutions to safeguard website data.

EDUCATION & CERTIFICATIONS

CERTIFICATIONS

Microsoft Certified: Power Platform Developer Associate

<https://learn.microsoft.com/api/credentials/share/en-us/vuphanit/7D963BC1BDF46DFC?sharingId>

Microsoft 365 Intermediate

Nexacu powered by Lumify (formerly DDLS Group)

MAJOR EDUCATION

Deakin University, Melbourne, 2021 – present

Bachelor of Information Technology

Major: Network & Cloud Computing and App Development.

RMIT (Royal Melbourne Institution of Technology), Melbourne, 2018 - 2020.

Diploma of Information Technology

Le Hong Phong High School for the Gifted, Ho Chi Minh, VietNam, 2013 - 2016.

One of the most well-known high school in Viet Nam in the field of academic.

SKILLS

TECHNICAL SKILLS

Programming Languages:

- Proficient: C#, JavaScript
- Familiar: PHP

Front-end Technologies:

- Frameworks: AngularJS, ReactJS
- Static Site Generators: Gatsby, Next.js

Back-end Technologies:

- Frameworks: .NET Core, .NET Framework, .NET standard
- Runtime Environment: Node.js

API Development & Integration:

- WCF & SOAP: Skilled in creating and consuming secure, reliable web services using Windows Communication Foundation (WCF) and SOAP protocols, ensuring compatibility and integration with legacy systems.
- WebAPI & Dynamics 365: Experienced in leveraging WebAPI for Dynamics 365 to extend and customize CRM capabilities, facilitating seamless data exchange and automation within business processes.
- .NET APIs: Proficient in designing and implementing RESTful APIs using .NET technologies, including ASP.NET Core, to build scalable and maintainable web services.

Databases:

- Relational: Microsoft SQL Server, MySQL
- NoSQL: CosmosDB
- Content Management: Contentful
- Storage: Azure Blob Storage

Cloud Computing and Deployment:

- Azure Portal: Skilled in resource management, service configuration, and application deployment.
- Azure DevOps: Proficient in leveraging Azure DevOps for continuous integration and continuous deployment (CI/CD) processes, including setup and management of build and release pipelines.

Quality Assurance & Testing:

- Methodologies: Proficient in Test-Driven Development (TDD), ensuring code quality and functionality from the outset.
- Testing Frameworks:
 - XUnit and NUnit for .NET unit testing.
 - FakeXrmEasy for Dynamics 365 CRM testing.

Project Management and Collaboration Tools:

- Agile Methodologies: Experienced in Scrum and Kanban frameworks.
- Azure DevOps: Advanced proficiency in boards, pipelines, repos, and test plans for implementing CI/CD practices.
- JIRA: Competent in project tracking and agile project management.

Version Control:

- Git: skilled in using Git through GUI, Bash, and CMD for source code management.

SOFT SKILLS:

Effective Communication & Presentation Skills: Primarily honed at EngageRM, I mastered the art of translating technical requirements and project advancements to diverse groups, ensuring clear understanding among stakeholders, team members, and users. My role extended to presenting complex project details in an accessible way. At Gymnastics Australia, these skills were further exercised through demonstrations and presentations, enhancing user understanding and engagement.

Team Collaboration & Spirit: My collaboration skills were significantly developed at EngageRM, where I played a crucial role in team dynamics to deliver customized CRM solutions, engaging closely with developers, project managers, and clients. At Gymnastics Australia, the emphasis was on teamwork to coordinate various activities, sharing knowledge to solve problems collectively, reinforcing my reputation as a dependable team player.

Innovative Problem-Solving & Proactivity: At EngageRM, I was distinguished for my proactive approach and innovative problem-solving capabilities, contributing to the development and implementation of IT solutions that propelled project outcomes and user satisfaction. This skill set was nurtured through addressing technology challenges and improving processes at Gymnastics Australia, demonstrating my ability to streamline operations efficiently.

Simplifying Complex Technologies: My role at EngageRM uniquely positioned me to simplify sophisticated software solutions for non-technical members, ensuring seamless communication of CRM system functionalities and project alignment. This expertise in making complex technologies accessible underscored my contributions to project success and team coherence.