



## LE HUNG TIN

Software Developer

July 19, 2000

Male

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<https://lehungtin11.com>

## SUMMARY

Software developer with more than 1 years experience in web & app technologies. Hobbies: Listening to music, learning guitar and reading about technology.

## SKILLS

- .NET
- C#
- NodeJS
- ReactJS
- React Native
- MySQL
- SQL
- MongoDB
- JavaScript
- HTML5
- CSS



## WORK EXPERIENCE

### INTERNATIONAL DISTRIBUTION CORPORATION (IDB)

OCT 2022 - MAR 2024

Web Application Developer

- Developed and integrated a real-time Live Chat module into the web-based CRM and Call Center systems utilizing a range of technologies including HTML, CSS, WebSockets, RabbitMQ, Omnichannel API, .NET, Docker, and Nginx, enhancing communication capabilities.
- Streamlining the communication process and integration of the 3CX softphone into the website, enabling call functionalities through WebRTC (SIPJS) and CTI (Plugin Socket).
- Leveraged ReactJS, .NET, Docker, and more to build, update, and seamlessly integrate a Video Call (Zoom) module into the CRM, Telesales center, Debt Collections center, and Ticketing systems, facilitating efficient remote interactions.
- Proficiency in code maintenance, debugging, and system operations, ensuring high reliability and performance across projects.
- Experience working directly with clients in the banking and stock exchange sectors, tailoring solutions to meet their unique requirements and challenges.



## HONORS & AWARDS

IDB - Outstanding employee of the year in 2023

JAN 2024



## EDUCATION

### HUNG VUONG UNIVERSITY HO CHI MINH CITY

SEP 2019 - OCT 2023

Specialization: IT Software

Bachelor's degree with GPA: 2.9/4



## PROJECT

### TH TRUE MILK (4 MEMBERS)

OCT 2022 - MAR 2024

Web Application Developer

- **Description:** A system used by the client's operators to manage customers, users, contact histories, orders, customer feedbacks.
- **Technology used:**
  - + Front-end: Joget Low Code, Bootstrap, JavaScript, JQuery, HTML.
  - + Back-end: C#, .NET, MySQL, PostgreSQL, RabbitMQ, 3CX, Omnichannel (Freshdesk).
- **Responsibilities:**
  - + Communicate with client to clarify requirements. Build features and improvements based on the roadmap.
  - + Defining Git workflow and mentor new members of the team.

### CRM FOR BANKING (4 MEMBERS)

OCT 2022 - MAR 2024

Web Application Developer

- **Description:** Empowered operations staff with a comprehensive management tool for records, transaction verification, and customer interaction history, leveraging synchronized data retrieval from the bank's core systems. Integrated advanced voice and video calling features for enhanced communication.
- **Technology used:**
  - + Front-end: Joget Low Code, Bootstrap, JavaScript, HTML, ReactJS, React Native
  - + Back-end: C#, .NET, MySQL, PostgreSQL, RabbitMQ, 3CX, NodeJS, Omnichannel

(Freshdesk).

- **Responsibilities:**

- + Setup, manage and operate the system.
- + Communicate with stakeholders (Manager & Operation Team) to create product roadmap. Build features and improvements based on the roadmap.
- + Synchronize core and migrate old data from the banks.
- + Integrated calling features (voice/video).

**DEBT COLLECTIONS CENTER (4 MEMBERS)**

**OCT 2022 - MAR 2024**

Web Application Developer

- **Description:** Automatically predict and routing calls to online debt collectors according to the script set by the manager. Also manage customers, contact histories, users, activities and handling voice and video call functionalities.

- **Technology used:**

- + Front-end: Joget Low Code, Bootstrap, JavaScript, HTML, ReactJS, React Native
- + Back-end: C#, .NET, MySQL, PostgreSQL, RabbitMQ, 3CX, NodeJS, Omnichannel (Freshdesk).

- **Responsibilities:**

- + Setup, manage and operate the system.
- + Communicate with stakeholders (Manager & Operation Team) to create product roadmap. Build features and improvements based on the roadmap.

**TELESALES CENTER (4 MEMBERS)**

**OCT 2022 - MAR 2024**

Web Application Developer

- **Description:** Implemented an automated call prediction and routing system to efficiently direct calls to online sales staff based on scenarios defined by management. Managed customer databases, contact histories, user profiles, and activities, while facilitating voice and video calling functionalities for seamless communication

- **Technology used:**

- + Front-end: Joget Low Code, Bootstrap, JavaScript, HTML, ReactJS, React Native
- + Back-end: C#, .NET, MySQL, PostgreSQL, RabbitMQ, 3CX, NodeJS, Omnichannel (Freshdesk).

- **Responsibilities:**

- + Setup, manage and operate the system.
- + Communicate with stakeholders (Manager & Operation Team) to create product roadmap. Build features and improvements based on the roadmap.

**THINHSTORE (1 MEMBERS)**

**FEB 2024 - MAR 2024**

Developer

- **Description:** E-commerce website, allowing users to choose, buy Laptops and Accessories. It features product management, customer profiles, shopping carts, and purchase invoices.

- **GitHub:** <https://github.com/lehungtin11/DotNet-ThinkStore>

- **Technology used:** C#, .NET, SQL Server, Bootstrap, HTML, CSS, Javascript

**EVENT-PLANNER-APP (1 MEMBERS)**

**JUL 2022 - AUG 2022**

Developer

- **Description:** Whether you're managing personal events, company meetings, or community gatherings, offers a sleek, user-friendly interface to keep track of your schedules efficiently.

- **GitHub:** <https://github.com/lehungtin11/reactjs-calendar>

- **Deploy:** <https://event-planner-app.onrender.com/>

- **Technology used:** ReactJS, React Router DOM, SCSS, React Big Calendar

**METUBE (1 MEMBERS)**

**SEP 2022 - OCT 2022**

Developer

- **Description:** The website shares programming knowledge.

- **GitHub:** <https://github.com/lehungtin11/NodeJS>

- **Deploy:** <https://metubee.onrender.com/>

- **Technology used:** NodeJS, ExpressJS, MongoDB, SCSS, Mongoose, Handlebars