

Profile

I have gained valuable corporate experiences with excellent communication, investigating and problem solving. I am multi-talented with good overall understanding of technology, am quick to learn, and eager to succeed. Being able to maintain close and fun relationships with colleagues and stakeholders while delivering service which exceeds customer expectations.

Experience

Datacom – Integration Support Analyst

Oct 2015 – Current

This role specialises in integration application support for major companies such as Southern Cross Healthcare, ANZ, Foodstuffs eXchange, Auckland International Airport and Canon. Looking after BizTalk and Azure Logic Apps integration platform where these applications can transform, move and process files such as their invoicing, user data and much more. The role enabled me to become confident with client meetings, understanding requirements through a business perspective and expose me to development.

Responsibilities

- Maintain BizTalk applications and server; proactive monitoring, and analysis of event logs, ensuring connections to end points are successful (SOAP, WCF, APIs, FTP services).
- Maintain and investigate issues occurring within Azure Logic applications and understanding the requirements for workflow changes.
- Develop and deploy Azure Logic applications.
- Creation of alerting scripts for critical business applications using Powershell / Azure alerting.
- Troubleshooting potential code issues in VBScript, C#, XSLT, SQL stored procs and investigation in possible data issues using MS SQL queries, and analysing XML, and JSON data.
- Ensure services on IIS are up and running without issues.
- UAT and Production deployments for new applications and functions.
- Editing of client website with HTML and CSS.
- Review client requirements, reporting and feedback to developers for required functions.
- Testing new applications and functions; providing feedback for any improvements.
- Update and document any required processes, creation of training documents and guides in Confluence and Onenote and carry out the training.
- Professional high level support and ensuring clients are communicated of any outages and current issues.
- Queue management using CASD R12, Jira, and Service Now ticketing system. Including creation and management of change forms / process.

Languages, Tools and Environment

MS BizTalk, CASD R12, Service Now, Agile, Jira, Confluence, MS Servers, Azure, Service Bus, VBScript, .Net C#, XML, XSLT, JSON, HTML, CSS, MS-SQL, TFS, IIS, PowerShell, APIs, SoapUI, Visual Studio.

Freelancer – Web Design + Developer / Mobile Application Developer

With my spare time I am able to do some freelance development work. The projects that I have completed vary between website design, development and mobile application development. The projects can be viewed on my portfolio website www.danieltran.co.nz

It's Break Time – Mobile Application Developer

Jan 2016 – Oct 2016

Campus Link – Web Design and Development / Project Manager

Jan 2014 – Jun 2014

Responsibilities for above roles

- Understand requirements and translate requirements into scopes / functions within a website or application.
- Proactive communication with client regarding progress.
- Documentation of functions created, creating user stories, training materials, implementation and usage guides, and wire framing of website.
- Develop website with HTML, CSS, and JavaScript.
- Develop mobile applications with .Net C# and Unity3D.
- Package mobile applications and provide APK for client to publish.
- Setting up the website with hosts and domain, help with troubleshooting any issues.

Languages, Tools and Environment

Agile (Feature Driven Development), HTML, CSS, JavaScript, Joomla, Photoshop, Unity3D, .Net C#, Visual Studio, Google AdSense, Google AdWords, Google AdMob, Git

Datacom – Technical Support Analyst

Aug 2014 – Oct 2015

This role involved internal and external technical support for companies such as Ministry of Primary Industries, Zespri, Ministry of Business and Innovation, NZ Post and many more. This role allowed me to develop time management, confidence with speaking to customers and working under pressure.

Responsibilities

- Tier 1 and 2 level of IT support. This includes remote and phone support and escalations when required.
- Updating of documentation, requirements of customers and building a knowledge base for training.
- Training staff members, old and new for any new client requirements.
- Subject matter expert for multiple clients such as Ministry of Primary Industries.
- Fly down to Wellington to gather required information from customers and translate back to my team in Auckland. This involved improving processes, how customer interaction should be taken and overall service provided.
- Awarded for excellent customer service, satisfaction and knowledge improvements.

Skills, Tools and Environment

Requirement gathering, excellent communication, documenting, Active Directory, Citrix, MS Office Suite, MS Exchange, CASD R12, ITIL, general desktop / software issues

Education

Bachelor of Computer and Information Science

University: Auckland University of Technology

Major: Information Technology Services

Portfolio

Website: This website contains some details about me and development projects I have worked on.

www.danieltran.co.nz

Github: <https://github.com/DanielTran93>

Skills and Competencies

Familiar with: ITIL, Microsoft Office Suite, Microsoft BizTalk, Photoshop, XML, JSON, SoapUI, FTP, Unity3D, Google AdSense + Adwords, Documenting, Researching, Reporting, Requirement gathering

Exposed to: C# .Net, SQL, XSLT, HTML, CSS, JavaScript, VBScript, TFS, Git, Azure, Joomla, Powershell, IIS, APIs

Interests

- Keeping up with current trends in technology.
- Movies, TV series of a broad range of genres.
- Regular fitness and exercise.
- Playing Eight ball WPA Rules (Pool table).
- Looking into the NZX Stock and Cryptocurrency market.
- Learning .Net C# to build applications, especially with mobile.
- Computer gaming with friends, computer building.