

Wilson Nguyen

Melbourne, VIC · 0491 340 485 · wilsonnguyen257@gmail.com · linkedin.com/in/wilsonnguyen257

EDUCATION

Swinburne University of Technology Melbourne, VIC
Bachelor of Computer Science 2022 – 2025

- Graduated with Distinction average.
- Relevant coursework: Computer Networks, Operating Systems, Database Systems, Cloud Computing, Cyber Security Fundamentals, Software Engineering.

Le Hong Phong High School for the Gifted Ho Chi Minh City, Vietnam
High School Diploma, Computer Science stream Aug 2019 – May 2022

- Graduating grade 8.8/10 in Vietnam’s selective national high school for gifted students.

EXPERIENCE

Triatin Pty Ltd Melbourne, VIC
Database Administrator, Intern Jul 2024 – Sep 2024

- Administered and monitored production databases, running queries, backups and integrity checks under the supervision of the senior data team.
- Investigated data and access issues raised by internal staff, diagnosing the cause and documenting the resolution for future reference.
- Wrote SQL scripts to clean and reconcile records, improving the accuracy of reporting data.
- Worked in a hybrid team, coordinating over Microsoft Teams and tracking work through the internal ticketing system.

Coles Group Melbourne, VIC
Team Member, Part-time Nov 2022 – Present

- Resolve customer issues at the front line in a high-volume store, holding a service standard through peak trade.
- Operate point-of-sale, self-checkout and handheld stock systems; troubleshoot device faults and escalate when hardware support is required.
- Train and support new team members on store systems and procedures.
- Maintained continuous employment across three years alongside full-time study.

LEADERSHIP & VOLUNTEERING

St Agnes Le Thi Thanh Volunteer
Full Stack Engineer Jan 2026 – Present

- Build and maintain the community organisation’s web presence end to end, from front end through to database and hosting.
- Provide ongoing technical support to non-technical volunteers using the system.

Le Hong Phong High School for the Gifted*President, School Youth Club*

Ho Chi Minh City, Vietnam

Jun 2020 – May 2021

- Led the club committee for a full term, planning the calendar of student events and delegating to team leads.
- Coordinated volunteers and school staff to deliver events for the wider student body.

TECHNICAL SKILLS

Support	Hardware and software troubleshooting, ticketing systems, user account and access administration, remote assistance, technical documentation
Systems	Windows, macOS, Linux; Active Directory basics; Microsoft 365 and Teams administration
Databases	SQL, MySQL, PostgreSQL, backup and recovery, query optimisation
Programming	Python, Java, JavaScript, HTML/CSS, Git
Networking	TCP/IP, DNS, DHCP, VPN, basic network diagnostics
Languages	English (fluent), Vietnamese (native)