

VU GIANG HUY

IT Systems Administrator & Business Solutions Developer

Melbourne, VIC

0431 896 698

vugianghuy@gmail.com

[linkedin.com/in/huy-vu-65158616a](https://www.linkedin.com/in/huy-vu-65158616a)

PROFESSIONAL SUMMARY

Versatile IT professional with 10+ years of experience at Bryant & Bryant Chartered Accountants, spanning systems administration, full-stack development, business intelligence, and digital design. Equally comfortable resolving critical IT issues hands-on, building custom web applications with React and Next.js, or designing a brand identity from scratch. Trusted to keep business operations running smoothly, reduce reliance on external vendors, and deliver technology solutions that save the organisation real time and money.

PROFESSIONAL EXPERIENCE

IT Coordinator / Business Solutions Developer | Bryant & Bryant Chartered Accountants | 2015 – Present

Melbourne, VIC

- Eliminate costly IT downtime by diagnosing and resolving hardware, software, and Windows issues hands-on — rather than waiting 2-3 hours for external vendors to respond. Staff get back to work faster, and the business keeps moving without interruption.
- Act as single point of contact for all external IT vendors (VITG, Handisoft), taking ownership of issues end-to-end: troubleshoot first, escalate only when necessary, ensuring faster resolution with minimal disruption to daily operations.
- Reduce onboarding time significantly by preparing fully configured workstations — hardware, software, network drives, and user profiles all ready on day one — so new staff are productive from the moment they arrive.
- Deliver a complete in-house creative and digital service: design logos, branding assets, banners, brochures, and flyers, and build and maintain the company's websites and hosting — removing the need to hire external agencies and saving the business significant time and cost.
- Manage and maintain four corporate websites (Bryant & Bryant, Collins Wentworth, Bryant Risk Insurances, CFP Lonsdale) alongside email marketing campaigns via Mailchimp, keeping the company's digital presence consistent, current, and professional.
- Cut data reporting time from 30+ minutes to under 5 minutes by replacing manual review of multiple Excel spreadsheets with automated, interactive dashboards — giving management instant visibility into KPIs without digging through raw data.
- Build custom internal web applications using React, Next.js, MongoDB, and Firebase (Employee Management, Archiving System, Current Vacancies) that digitise and streamline manual workflows, reducing administrative overhead and improving accuracy across the business.
- Manage and troubleshoot business-critical software including the full Handisoft suite (Practice Manager, Time & Billing, HandiTax, HandiLedger), MYOB, and Reckonbook — keeping the tools the business depends on running reliably.

EDUCATION

Bachelor's Degree, Information Technology

CQUniversity

2011 - 2013

Advanced Diploma, Computer Science

Swinburne University of Technology

2007 - 2009

Diploma, Information Technology

TAFE SA

2003 - 2005

TECHNICAL SKILLS

Frontend Dev	React, Next.js, HTML, CSS, JavaScript, API, REST API, Tailwind CSS, Python.
Backend & DB	PostgreSQL, Prisma, MongoDB, Firebase, Docker, Webhook, Node.js
Version Control	GitHub
Operating Systems	Windows 10/11, Windows Server
IT Support	Helpdesk, Remote Desktop (RDP), Hardware Setup, Network Peripherals, Ticketing Systems
Business Apps	Handisoft Suite (Practice Manager, Time & Billing, HandiTax, HandiLedger), MYOB, Reckonbook, Microsoft Office 365, Azure, Salesforce APM, Access Tax, Access Ledger.
Data & BI	Excel (Advanced), Interactive Dashboard Design, KPI Reporting, Data Visualisation
Web & Hosting	cPanel, DNS Management, Hosting Environments, Mailchimp, Vercel, SSL
Design	Logo Design, Brand Identity, Banners, Brochures, Flyers, Digital Assets, Photoshop, Illustrator, Lightroom
Vendor Mgmt	VITG, Handisoft Support, Third-party IT Coordination

Technical & Analytical Skills

- Microsoft 365 Administration
- Power BI Reporting & Data Analysis
- Power Automate Workflow Automation
- SharePoint Online
- Business Process Mapping & Documentation
- User Acceptance Testing (UAT)
- Process Improvement & Continuous Improvement
- Data Management & Reporting
- AI-Assisted Workflow Design
- Stakeholder Engagement & Training

Automation & Process Improvement Projects

- Designed a proof-of-concept automated client onboarding workflow that digitised form collection, document management and approval processes.
- Developed automated reporting dashboards using Power BI to improve business visibility and decision-making.
- Created AI-assisted workflow concepts for operational efficiency, reducing manual administration and improving data accuracy.
- Mapped and documented business processes to identify automation and workflow improvement opportunities.

KEY PROJECTS

- **Rise English Learning Platform** (riseenglish.com.au) — Designed and built a fully functional, user-facing web learning platform featuring seamless content delivery, secure Stripe payment integration, and intelligent tutoring workflows powered by Anthropic APIs.
- **Academy Booking Platform** — Developed a responsive, fast-loading booking and scheduling interface deployed on Vercel, integrating user registration, staff management, Stripe payments, and automated optimization via Anthropic APIs.

- **Client Onboarding & Agreement Engagement Workflow** — Built a streamlined digital onboarding tool that slashes paperwork for staff and clients. Features automated document tracking, intelligent reminders, and a unified single-signature system that auto-applies across multiple required documents.
- **Current Vacancies Application** — Built and launched a centralised internal job listing application using React and Next.js, replacing external job boards and manual updates with a seamless in-house platform.
- **Employee Management & Archiving System** — Engineered custom modules using React, MongoDB, and Firebase to digitise legacy paper archives, cutting record-retrieval times from minutes to seconds.
- **KPI Dashboard Automation** — Eliminated manual cross-referencing across 10+ Excel spreadsheets by building a unified automated reporting dashboard, reducing data processing time from 30+ minutes to under 5 minutes.
- **SME Loan Desk – AI-Powered Small Business Lending Workflow** - Designed a complete end-to-end lending workflow and clickable prototype focused on reducing manual processing in SME loan applications. Conducted current-state and future-state process analysis to identify workflow bottlenecks across document collection, data entry, assessment, and reporting. Designed an AI-enabled solution featuring customer self-service document submission, automated document verification, AI-powered data extraction, risk scoring, assessment summaries, and real-time pipeline dashboards. Produced business requirements, user stories, process maps, and risk assessments to support solution delivery.
- **NDIS Workforce & Rostering Platform (Proof of Concept)** - Designed an in-house workforce management and rostering platform for NDIS service providers to streamline staff scheduling, compliance management, and service delivery operations. Created a unified solution including rostering, mobile workforce management, job allocation, progress notes, and document compliance tracking. Developed process flows, functional requirements, and platform architecture focused on reducing administrative workload while improving visibility across operations.

MY STRENGTHS

- **Autonomous Execution & Troubleshooting:** Self-directed problem solver capable of independently diagnosing complex technical bottlenecks, architecting solutions, and shipping production-ready code without hand-holding.
- **Product-Minded Creativity:** Bridges technical engineering with creative product design—rapidly translating raw concepts into intuitive, engaging, and beautifully styled user interfaces.
- **Resourceful Engineering:** Combines deep technical resourcefulness with modern AI tooling to overcome roadblocks instantly, turning ambiguous requirements into fully functioning digital products.
- **Autonomous End-to-End Delivery:** Takes total ownership of features and projects from initial wireframing and database design to deployment, troubleshooting, and production launch independently.
- **Creative Problem-Solving & Innovation:** Inventively replaces clunky legacy processes with custom digital workflows, applying creative UI/UX perspectives and modern web tech to streamline user experiences.
- **Proactive Tech Evolution:** Independently researches, tests, and integrates bleeding-edge tools (such as Anthropic APIs, Stripe, and AI coding assistants) to improve development speed and application capabilities continuously.

REFEREES

Available upon request.