ANDY AN

GRADUATE WEB & SOFTWARE DEVELOPER

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EDUCATION

BACHELOR OF COMPUTER SCIENCE
University of Adelaide
2019

SOFT SKILLS

Analytical

Attention to Detail

Problem Solving

Responsibility

Work Ethic

TECHNICAL SKILLS

Microsoft Office Suite

Java | JavaScript

HTML5

C++ | C | CSS3

PROFILE

A highly enthusiastic, adaptable software developer graduate who is seeking an opportunity to practice a range of new profound technical skills within a professional setting. Proven track record in building strong relationships and managing complex enquires within a technical assistant position. Possessing a solid understanding across different software environments, programming languages and systems, while showcasing a desire to learn, grow and master new skills.

PROFESSIONAL EXPERIENCE

Tongil Trading (Griun Pty Ltd) | Nov 2017 – Jun 2019
Core Responsibilities;

- Proactively offer improvements for the company profits
- Contribute to the maintenance of an efficient operation by providing customer-centred support to internal and external stakeholders
- Manage enquiries, engagement and complaints across a number of communication methods *(e.g. face to face, email)*
- Proactively offer solutions to the management team regarding software and system issues in line with emerging technologies and trends
- Held different positions in the company as is required in a growing company

With Us Australia | Sept 2016 – Nov 2017
Core Responsibilities;

- Delivered a highly positive support experience by fostering strong relationships, providing expert advice and showcasing determination to resolve issues
- Exceeded key performance indicators by responding to user requests and resolving technical issues promptly
- Provided technical support to maintain optimal performance by installing, configuring, and maintaining computer software, systems, networks and equipment
- Facilitated training to employees regarding software functionality and processes while ensuring documentation and workflows are accurately created
- Held different positions in the company as is required in a growing company

PROJECT SUMMARY

DETECTING SURVIVOR ROBOT WITH LEGO EV3 DEV KIT
Bachelor of Computer Science | Jul 2018 – Nov 2018
Core Responsibilities;

- Developed a control robot system with Java and an algorithm to detect survivor around the disaster area
- Recognised for innovation while achieving a distinguish mark for the group project

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Dear Hiring Manager,

I completed the Bachelor of Computer Science from The University of Adelaide in July 2019, and I honestly believe that with my passion for technology, desire to learn and the experience I have gained previously within the IT industry make me a suitable candidate.

During my academic studies, I excelled across three major units including Problem Solving, Machine Learning, Evolutionary Computation and Programming which has enabled me to identify my career ambition in Software Development. I have developed practical experience across Java, JavaScript, HTML5, C, C++, CSS3 etc. through a range of projects and assessments while showcasing a willingness to learn, grow and master technical skills across coding, applications and testing.

With that being said, during my study, I had been employed by Tongil Trading and With Us Australia and held different positions as is normally expected and required in a small growing company, working under pressure in a busy environment. While working as a Technical Assistant, my responsibilities were to provide technical improvement for the internal and external stakeholders. I have demonstrated the ability to diagnose, test and troubleshoot technical issues within strict timeframes while delivering exceptional service. I had proactively contributed to the maintenance of the IT operation by upgrading systems, installing new programs, setting up new equipment and providing recommendations to the management team regarding emerging technologies and software.

I may not be a best candidate for your company as not having formal experience, but I am an enthusiastic, quick leaner and hard-working person, having can-do mind. With my background of IT, I can learn all requirements and a range of new skills that your company need, becoming a valuable team member. Then, once I understand the company perspective, I will try to improve something for the company as I did in my previous company even I was a casual staff.

Please find attached my resume which further showcases my experience, skills and suitability. I look forward to discussing this fantastic opportunity with you. Thank you for your consideration.

Yours Sincerely

Andy An