

CHARLES HE

INFORMATION TECHNOLOGY GRADUATE

PROFILE

A recent graduate with a Bachelor's degree in Information Technology, possessing a strong foundation in programming, data analysis, network security, and IT project management. Recognised for being a fast learner, a strong problem-solver, and a collaborative team player who thrives in dynamic environments. Currently seeking entry-level opportunities in software development, network administration, or IT support, where I can apply my technical expertise and contribute to innovative projects.

Projects:

Portfolio Website

- Developed a personal portfolio using React.js and Node.js, showcasing projects and technical skills.
- Integrated GitHub repositories for live project demonstrations.

Cybercafe Management System

- Designed and developed a cybercafe management system to track user sessions, payments, and security logs.
- Implemented real-time monitoring, automated billing, and network access control for enhanced user experience.

WORK EXPERIENCE

Dumplings Plus Highpoint
Waiter

2021 **NOVEMBER-**
PRESENT

- Provided high-quality customer service in a fast-paced dining environment, ensuring customer satisfaction
- Managed customer queries, concerns, and complaints with professionalism, resolved issues promptly
- Collaborated with front-of-house and kitchen staff to ensure smooth operations

Grey-box Canada

2024 March - 2024 June

Information Technology Intern

- Contributed to the development of a responsive website aiming to expanding internet access in develop countries
- Designed and optimised web pages using HTML, CSS, and JavaScript, focussing on accessibility and mobile friendliness to reach a larger audience
- Collaborated with cross-functional teams to ensure the website supported the goals of the app, providing users with an easy to use platform for greater information access

REFERENCES

Pema Tenzin

Dumpling Plus/ Manager

Phone: 0434 960 144

Valentin Kravtchenko

grey-box/ CEO

Email: valentine.kravtchenko@grey-box.ca

CONTACT

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GitHub: github.com/Chatperly

EDUCATION

The Royal Melbourne Institute
of Technology

2021-2024

Bachelor of Information
Technology

KEY SKILLS

- Highly organised individual with meticulous attention to details
- Self-motivated and ambitious working in teams or independently
- Proficient in foundational web development, including HTML, CSS, and JavaScript, able to create simple, responsive web pages.
- Experience with front-end design to improve user experience and accessibility, with willingness to expand skills in this area
- Understanding of database management and experience in basic SQL queries and data handling