Darren Lieu

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Portfolio: https://darrenl0.github.io/Darren_Portfolio/

Technical skills

- ✔ Web development
- ✔ Machine Learning
- ✔ Oracle/ SQL server
- ✔ Technical documentation
- ✔ Object-oriented programming

- ✔ Cloud computing
- ✔ Agile/ Scrum Methodology
- ✔ API Design and development

- ✔ C#/ Java/ C++/ Python
- ✔ Unit testing
- ✔ Mobile app development
- ✔ Source and version control: Git, Github

PROFESSIONAL EXPERIENCE

Mcdonald,
Shift Manager   *May 2020–Present*

- Exercised good judgment and decision-making in escalating concerns and resolving issues.
- Communicated company directives and programs to associates and ensured all follow-up items were completed accurately and timely.
- Completed thorough opening, closing and shift change functions to maintain operational standards each day.
- Trained employees on additional job positions to maintain coverage of roles.

Nyonya House
Senior waiter   *April 2016– May 2020*

- Assisted with customer issues for servers, consistently upholding professionalism and calmness to maintain customer satisfaction.
- Addressed concerns quickly to improve customer experience and escalated issues to management for resolution when necessary.
- Coached incoming staff on the restaurant's practices, culture and procedures to maximize job satisfaction and productivity.

EDUCATION

Royal Melbourne Institute of Technology
Bachelor of Computer Science

2022