
DARREN LIEU

Melbourne, Victoria | +61 425 822 909 | darren.lieu2000@gmail.com

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

TECHNICAL SKILLS

- | | |
|---------------------------|---|
| ✓ Web development | ✓ Object-oriented programming |
| ✓ Machine learning | ✓ Cloud computing |
| ✓ Oracle/SQL server | ✓ Agile/Scrum Methodology |
| ✓ Technical documentation | ✓ API Design and development |
| ✓ C#/Java/C++/Python | ✓ Mobile app development |
| ✓ Unit testing | ✓ Source and version control: Git, Github |

PROFESSIONAL EXPERIENCE

McDonald's

Shift Manager | May 2020 - September 2022

- 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 in a timely manner.
- 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

2019 - 2022 | Royal Melbourne Institute of Technology

Bachelor of Computer Science
