

**Feng Wei**

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## **EDUCATIONAL BACKGROUND**

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| Hurlstone Agricultural High School - Finished Yr10       | Jan 2019 - Dec 2022  |
| Diploma of Website Development                           | June 2018 - May 2020 |
| Macquarie University, Bachelor of Information Technology | Feb 2023 - Present   |

## **KEY SKILLS AND COMPETENCIES**

- Strong IT background
- Got accepted in to Macquarie University after finishing Yr10
- Extensive knowledge in front-end development (HTML, CSS and JavaScript) with a specialisation in ReactJS framework
- Completed Cisco ITN and SWRE courses with high marks
- Strong cybersecurity fundamentals with an understanding of threat models, authentication methods, and encryption basics
- Advanced Microsoft Office Suite proficiency, especially with Word, Excel and PowerPoint
- Project management skills with knowledge and experience of agile methodology
- Excellent written and verbal communication skills via reporting and document composing
- Exceptional interpersonal skills via customer service work and project management
- Frequently assumes the leadership in group projects at university. Taking the initiative for a project
- Configured my own personal server with many useful features such as network wide ad-block, VPN, data-storage and streaming
- Daily drive linux (arch) on my laptop and gives advice to friends for how to do the same

## PROFESSIONAL EXPERIENCE

### Store Member

Miracle Supermarket | Part-Time | May 2025 – Present

Deliver excellent customer service while supporting all aspects of daily store operations in a fast-paced retail environment.

- Assist customers with product inquiries and provide friendly, efficient service.
- Operate POS systems, handle cash and card transactions accurately, and balance tills.
- Restock shelves, rotate stock, and maintain clean and well-presented displays.
- Collaborate with team members to ensure smooth workflow and meet performance targets.
- Consistently recognised by supervisors and customers for a helpful, professional attitude.
- Contributed to improved stock accuracy and display standards through attention to detail.
- Helped train new staff on store procedures and customer interaction best practices.

### IT & Business Support Assistant (Self-Employed)

Family Handyman Business | Part-Time | Jan 2022 – Present

Provided digital, administrative, and client-facing support for a family-run handyman business. Applied IT skills to improve business workflows, communication, and branding—ensuring efficient operations and increased job opportunities.

#### Key Responsibilities

- Designed and printed **custom business cards** to enhance professional branding and client trust.
- Created accurate, professional **job quotes and invoices** using Microsoft Office and PDF tools, ensuring no errors and timely delivery.
- Managed all **email communication** with tenants, landlords, and property managers, including scheduling and job updates.
- Researched tools and materials online to support accurate quoting and job preparation.
- Organised digital records of completed jobs and client communications for easy access and reference.
- Performed basic **tech troubleshooting** for devices and documents used in daily operations.

#### Key Achievements

- **Initiated outreach** to potential clients, including **real estate agents and building managers**, resulting in a noticeable increase in job bookings.
- Maintained a reputation for **clear, mistake-free quotes and invoices**, which improved communication and trust with clients.
- Contributed to a **more professional brand image** by designing business cards and standardising digital documentation.