

Galen Yuan

Incoming Software Support Engineer Intern @ IBM | Starting February 2025
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EDUCATION

University of New South Wales (UNSW) *Feb 2021 – Present*
Bachelor of Commerce (Finance)/Bachelor of Engineering (Software)(Honours)
Coursework: Computer Networks and Applications, Data structures & Algorithms, Databases, Object-oriented Programming, Computing in Python, Discrete Mathematics

PROFESSIONAL EXPERIENCE

Gartner: B2B Technology Advisory Sales Intern *Dec 2024 – Feb 2025*

- Researched and analysed technology challenges faced by 100+ mid-size enterprise clients, leveraging Gartner insights to provide data-driven recommendations, improving client decision-making efficiency by 30%.
- Facilitated the B2B sales cycle by engaging with prospects and liaising with C-level execs in managing a \$500K+ sales pipeline, gaining hands-on experience in CRM, lead qualification, and consultative selling of complex solutions.

KPMG: Audit & Assurance Intern *Dec 2022 – Feb 2023*

- Conducted detailed process walkthroughs and identified 10+ control deficiencies, resulting in improved processes and enhanced financial reporting accuracy for the client.
- Prepare workpapers and conducted analytical reviews for a half-year review, identifying 20% reduction in errors and saving 50+ hours in year-end audit documentation.

PROJECTS

Carnation Joy Care Website: Full-Stack Developer *Sep 2024 – Present*

- Designed and developed a responsive, user-focused web application using HTML, CSS, and JavaScript, integrated with AWS Lambda for backend processing that ensured smooth form submissions and real-time email notifications.
- Architected and deployed a scalable, secure cloud infrastructure leveraging AWS S3 for static hosting, Route 53 for domain management, CloudFront for low-latency content delivery, and AWS Certificate Manager for SSL security.
- Automated deployments with GitHub Actions to streamline CI/CD processes and enhance system performance.

Simple Currency Converter: Design, Code & Deployment *Mar 2024 – Apr 2024*

- Developed and deployed a full-stack Currency Converter web application using Flask, leveraging third-party APIs for real-time exchange rate data and implementing dynamic UI features with HTML, CSS and JavaScript.
- Successfully deployed the application on Heroku, ensuring seamless user accessibility and integrating robust error handling and responsive design for optimal user experience across devices.

LEADERSHIP & EXTRA CURRICULARS

180 Degree Consulting: Project Consultant *Mar 2021 – Mar 2022*

- Assisted in analysing the current operating model of a not-for-profit environmental organisation to achieve funding.
- Designed a suitable business model through excel modelling for a non-for-profit start up to provide mentoring services and create impact through building a start-up hub.

UNSW Finance and Banking Society: General Secretary *Mar 2021 – August 2024*

- Upskilled and managed a team of 6 subcommittee alongside a co-director to increase the wellbeing of the student community whilst facilitating internal committee bonding for over 60 students.
- Successfully ran the subcommittee recruitment drive which involved the review and interview process for 248 applicants.

TECHNICAL SKILLS

Languages: Python, Shell, Java, SQL, HTML & CSS, JavaScript, TypeScript, C, Haskell
Developer Tools: Linux/Unit, GitHub, GitLab, Jira, AWS