

Sam Lui

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EDUCATION

The University Of Auckland

Auckland

Bachelor's of Advanced Science (Computer Science)

Graduation Date: Jun 2024

SKILLS

Programming Skills: Python, Java, HTML/CSS, JS/React, Git, C programming

Courses: Python Fundamentals, Data Structures & Algorithms, Java OOP, Web Applications, Big Data Analytics

WORK EXPERIENCE

The Labour Exchange

Auckland / Parnell

Head Of Operations

Mar 2022 - Present

- Streamlined operations by implementing new software and workflow processes that increased productivity by **30%**, resulting in improved service delivery for dozens of clients.
- Managed a team of **500+ employees**, providing leadership and guidance to ensure exceptional customer service, resulting in a **95%** satisfaction rate among clients.
- Developed and implemented a training program for employees, resulting in a **50%** increase in staff retention rates and improved overall performance metrics.

Webzilla

Auckland

Frontend Developer Intern

Sep 2023 - Dec 2023

- Collaborated with a team of developers to design and develop custom websites using HTML/CSS, PHP, and WordPress for over **200 clients**, resulting in a **90%** satisfaction rate.
- Conducted regular updates and maintenance on client websites to ensure optimal performance, resulting in **99.9%** uptime and reducing customer complaints by **50%**.
- Led efforts to incorporate new technologies and implement innovative solutions into future projects as part of a cross-functional product development team, improving overall user experience by **25%**.

PROJECT EXPERIENCE

Portfolio Website

<https://www.samlui.com>

Personal Website

- Implemented various advanced features such as a contact form, smooth scrolling animation, and dynamic user interface to enhance user experience.
- Built a fully responsive personal portfolio website using HTML, SCSS, and JavaScript, showcasing other projects to potential clients and employers.

Resort Website

<https://hamsu-dev.github.io/Resort-Website/>

Personal Project

- Built a fully responsive website for a fictional resort, utilizing React and Tailwind CSS to create an immersive user experience that's accessible on all types of devices.
- Integrated accessibility features into the website, meeting WCAG 2.0 standards and allowing users with disabilities to easily navigate the site.

ADDITIONAL INFORMATION

Leadership Roles: Captain of Badminton and Table tennis team
Personal Interests: A tech enthusiast, traveller, sports, music, gaming,