

Megan Serafina Chen Jie

CONTACT

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WORK EXPERIENCE

Sales Assistant | July 2022 – present

H&M

- Assisted customers with product inquiries, styling advice, and checkout, resolving issues to ensure satisfaction.
- Maintained store presentation by restocking merchandise, organizing inventory, and processing shipments.
- Supported daily operations through teamwork, efficient transactions, and loyalty program promotions.

IT Assistant | July – September 2024

Timberland Medical Centre

- Deployed and configured new PCs with hospital-specific software.
- Ensured seamless integration of devices into the existing network.
- Installed, tested, and troubleshoot software to meet operational needs.
- Gained hands-on IT support experience in a healthcare environment.
- Learned about hospital system requirements and workflow efficiency.
- Assisted staff with software adoption and provided technical support.

EDUCATION

Swinburne University of Technology Sarawak

Bachelor's in Computer Science (majoring in Artificial Intelligence)

- Expected Graduation: October 2026
- Certificates: AWS Academy Cloud Foundations, Cisco Networking Academy, AI & Machine Learning Fundamentals

CLUBS

President & Secretary, Swinburne Music Club (January 2023 – August 2024)

- Managed all club operations including rehearsals, performances and member recruitment
- Successfully organized and executed high-profile events, including:

→ Annual General Meeting (AGM) – Facilitated strategic planning and leadership transitions.

→ Music and Dance Concert (MADC) – Curated a 200+ attendee showcase, managing artist lineups and venue logistics, in addition to securing sponsorships amounting to RM10,000 .

→ Battle of the Bands (BOTB) – Secured professional judging panels and promotional campaigns.

- Optimized resource allocation by managing budgets, negotiating sponsorships, and maintaining equipment inventories.

Secretary, Swinburne Sarawak Dodgeball Club (Sept 2024 – Present)

- Lead administrative oversight, including drafting proposals for university approval and external collaborations.
- Represented Swinburne in 1 interstate tournament participated in 2 interstate tournaments

TECHNICAL SKILLS AND TOOLS

- Programming Languages: Python (NumPy, TensorFlow), Java, C++, C#, SQL, HTML/CSS
- AI/ML Frameworks: TensorFlow/Keras, PyTorch
- Data Analysis: Excel (Advanced), Jupyter Notebooks
- Cloud/Networking: AWS/Azure, Cisco Packet Tracer
- Development Tools: Git/GitHub, Linux/CLI
- Productivity: Microsoft Office, Discord
- Creative Tools: Adobe Photoshop/Premiere Pro

INTERESTS

Sports (dodgeball), music (violin), networking, AI in healthcare

LANGUAGE(S)

English, Bahasa Malaysia, Mandarin, dialects (Hokkien, Hakka, Teochew)