

JINHUI WENG

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A detail-oriented and self-motivated front-end developer with a passion for continually learning new technologies to optimize user experiences

Experience

AUG 2018 – JAN 2020

Client Support Analyst / Swinburne University of Technology

Responsibilities:

- Provide high level technical support services to clients concerning the use of AV/IT technologies
- Manage the maintenance and support of computer hardware, software, networks, and peripheral equipment
- Responsible for independent resolution of incidents and requests on a daily basis; Record and report to the IT Service Desk, or escalate as appropriate
- Conduct continuous reviews, simplification and streamlining of systems and business processes

Achievements:

- Enhanced proficiency in various technologies and problem-solving abilities by providing regular technical maintenance and support. Developed strong scheduling and prioritization skills through managing numerous client appointments
- Strengthened oral and written communication skills from daily incidents and requests handling, including the ability to write high quality reports, and present information to technical and non-technical stakeholders
- Acquired a strong customer focus by quotidianly interacting with a diverse range of clients in the education sector, leading to a deep understanding of their varying needs and expectations. Utilized this insight to consistently deliver exceptional customer service

JUN 2020 – PRESENT

General Manager of Family Business / WQX CONSTRUCTION PTY LTD

Responsibilities:

- Seek, schedule, and prioritize painting projects
- Establish and nurture strong professional relationships with site managers, general managers, tradespeople, and clients
- Complete and manage all paperwork; constantly streamline business processes to ensure simplicity and efficiency
- Determine and negotiate payment and task responsibility with both managers and customers

Achievements:

- Developed the ability to work well under pressure and maintain flexibility. I have managed to continuously engage in self-learning, while executing daily tasks in the fast-paced construction industry environment
- Enhanced scheduling and prioritization skills. My daily work involves scheduling projects in the long term to ensure seamless business continuity and prioritizing project clashes to improve overall efficiency
- Developed strong attention to detail skills through handling paperwork and conducting painting work that both require a keen eye for detail

Education

2016 – 2021

Bachelor of Information and Communication Technology (Double Major in Systems Analysis and Systems Management) / Swinburne University of Technology

Key Study Areas:

- Web application development
- Database Admin/System, SQL
- Network Administration, IT Security
- Business/System analysis, Business process management

Achievements:

- Incorporating One Year of Industry-based Placement
- Maintained a 3.1 GPA average
- Member of Golden Key International Honour Society

Tech Skills

Languages:

- HTML, CSS, JavaScript/ TypeScript, Java, SQL

Frameworks/Libraries:

- React, Redux, Bootstrap, Node.js/ Express.js, Lodash, Jest

Technologies/Tools:

- Git/GitHub, Open AI, Docker, MongoDB, Webpack, Postman, Npm, Vercel
- Fly.io, Heroku, PhotoShop, Network Administration, Operating system configuration

Soft Skills

Communication and Customer-focused:

- As a client support analyst who is constantly interacting with customers and writing records, I have well practiced both oral and written communication skills. Working in the construction sector has enhanced my communication skills through developing relationship with builders, and negotiating for payment and responsibility

- Both IT support and painter experience involved gathering and delivering client requirements, and meeting customer expectation and satisfaction. In order to achieve this, it is required to have a customer-focused mentality

Detail-oriented:

- I have acquired a keen eye for detail as painting is all about small details, in return, we are the most wanted painting team among customers and builders. Furthermore, it is required to check all requirements from customers and builders as per paperwork to ensure the correct application of products and colors
- I would describe myself as attentive, meticulous, and responsible. These characters would determine myself as a detail-oriented front-end developer

Leadership and team working:

- I led a university wide special labs audit project to gather user requirements and prevent incidents when I worked as a client support analyst in Swinburne University. Also engaged as a team player with helping colleague's tickets while they are away or need help
- Acting as a general manager in the family business requires me to take the leadership when making decisions and be a part of the team with daily work

Ability to work well under pressure and maintain flexibility:

- I managed to seize every possible opportunity to conduct on-going self-teaching, after finishing a long day work in the intensive construction industry environment and completing other business as usual
- Worked full time as a client support analyst while completing my bachelor's degree part time, and proud to achieve good results in both. Providing IT support to the entire University daily required me to be both fast-paced and flexibility when handling incidents and requests

Scheduling and prioritization:

- Deeply invested in the life-long learning mentality, which requires me to better plan, balance and prioritize between work and study
- All my previous jobs' responsibility involves scheduling and prioritization. The IT support experience enforced me to find the best way to manage numerous tickets. As a general manager in construction painting business, I must schedule and prioritize properly to avoid delays and increase profitability

More About Me

- Native Mandarin speaker
- enjoy ball sports and watching videos
- easy-going and open-minded to trying new things
- committed to life-long learning

Referees

Available upon request