

Jonathan Hii

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EDUCATION

UNIVERSITY OF QUEENSLAND

Bachelor of Computer Science

Expected Graduation 2026

Cumulative GPA: **Distinction 6.75/7.00**; Sem 1 2024 Dean's Commendation of Academic Excellence

Relevant Coursework: OOP • Discrete Math • Statistics • Computer Systems • Networking

Previous enrollment: BAdvFinEcon(Hons) 1st year completed; 7 courses credited

MANSFIELD STATE HIGH SCHOOL

High School Certificate

2018 – 2023

ATAR: **99.00**; Academic Excellence 2023, Chemistry subject award 2023.

KEY SKILLS

Technical skills: Python • Java • C • React.js • HTML • CSS • JavaScript • Git • SQL

Other: Teamwork • Customer Service • Telephony

WORK EXPERIENCE

SUNCORP GROUP

Claims Specialist - Motor

Oct 2024 – Present

- Exceeding **Key Result Areas** (KRAs) benchmarks by over **20%**, including **regulatory quality assurance**, **underwriting process quality**, and **financial performance metrics** and maximizing efficiency.
- Managing motor claim lodgments and inquiries by delivering excellent customer service through actively listening to customers and providing fair results via telephone using Genesys and Guidewire Claim center.
- Foster a collaborative and inclusive environment by sharing ideas to enhance business and customer results, encouraging team collaboration, and addressing concerns.

SUNNYBANK HILLS STATE SCHOOL OSHC

Educator

Dec 2023 – Oct 2024

- Effectively supervising children in a **400+** kid service while following the daily program featuring arts, crafts and active play.
- Building relationships with children and families through open and effective communication, keeping families informed and engaged in their child's development and progress.
- Completing daily tasks such as general cleaning duties, food service and recording observations and reflections.

PROJECTS

PERSONAL WEBSITE

Dec 2024

- Designed and developed a personal website to showcase projects using HTML, CSS, and JavaScript, incorporating animations and responsive design through media queries to ensure optimal viewing across various screen sizes. Link to website is: <https://jonathanhii.github.io/>.

LEADERSHIP

FACULTY OF BUSINESS, LAW & ECONOMICS BUDDY

Jan 2025 – Present

- Welcoming new students, sharing tips and helping peers settle into university life, to being a friendly face at student events and collaborating with staff and students on partnership projects.

REFERENCES

Available upon request