**JUN ZHOU**

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Harrison, ACT 2914

**Objective**

An independent and self-motivated IT beginner seeking an entry-level position in IT admin. Eager to apply my strong problem-solving skills, programming knowledge, and passion for technology to contribute to a dynamic IT team.

**Education**

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| **Information Technology Diploma** | 02/2023-06/2023 |
| **TAFE NSW** |  |
| Relevant Coursework |  |
| ASP.NET Core MVC  REST APIs  Database-Microsoft SQL  Project design, development and Professional Practice |  |
| **Information Technology Certificate IV** | 02/2022- 02/2023 |
| **Canberra Institute of Technology** |  |
| Relevant Coursework:  HTML, CSS, JS  JAVA, Python, C++  Oracle PL/SQL |  |
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| **Bachelor’s Degree of Company Management** | 2010-2014 |
| **DongBei University of Finance and Economics (in China)** |  |

Major in Financial and HR Management

**Skills**

Programming Languages: Java, Python, C++, C#, JS

Databases: MS SQL, Oracle SQL, Mongo DB

Web Development: HTML, CSS, React, Node.js

Software development: Agile Methodology, Git, GitHub, Jira

**Experience**

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| **Customer Service Representative** | 2013 –2015 |
| Mizuho Bank, Dalian China |  |
| * Use excellent communication skills to interact with customers, providing technical support, troubleshooting and resolving their issues. * Demonstrated expertise in utilizing Mizuho banking System, efficiently navigating through modules like account management, transaction processing, and customer relationship management. * Maintained strict adherence to data security policies and compliance regulations including the handling of sensitive customer information. * Collaborated with IT teams to identify and address issues from customers, contributing ideas of QR Code to improve customer support process. | |

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| **Centre Cook** | 2022-2023 |
| * Ensure respond requests from customers and staff in a timely manner. | |
| * Support team by responding to phone calls or walk-up requests. | |
| * Interact with parents and kids with their feedback and make adjust with my work. Ensure support requests from customers and staff in a timely manner. | |
| * Provide and prepare a variety of well-balanced nutritional meals. | |
| * Order and rotate the stock | |
| * Maintain a hygienic workplace and adhere to food safety rules | |
| School Project:   |  |  | | --- | --- | | **E-commerce web application** | 2/2023-7/2023 | | * Design and develop high-quality, reusable software solutions for business-critical projects, enhancements, and maintenance. * Collaborate with cross-functional teams to create high-level functional and technical specification documents. * Conduct unit testing and ensure the quality and operational effectiveness of developed applications. * Apply Agile methodologies and reporting practices to deliver incremental value and foster innovation. * Review code for quality, compliance, security, and fraud detection. * The main skills using in this project are ASP.NET/C#, HTML 5/CSS, MSSQL, and Git | | | |

References:

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