

RYAN LEE

SOFTWARE DEVELOPER

PERSONAL DETAILS

Address 13B Wykeham Place, Glenfield, Auckland 0629
Contact 021 035 0546
Email ryan.yoonkun.lee@gmail.com

EDUCATION

2017-2020 **Auckland University of Technology (AUT)**
Bachelor of Computer and Information Sciences
- Software Development major

2013-2015 **Auckland University of Technology (AUT)**
Bachelor of Tourism Management

PROJECTS & FREELANCE JOBS

Nov 2020 - Jan 2021 **Health Up Limited** (healthup.co.nz)

- Acting as a central contact person for key stakeholders
- Analyze business processes and provide suggestions for re-engineering and improvement
- Response to development, coding, testing and deployment
- Provide user support and user training by creating admin page and database integrating a management system
- Provide email inquiry form/function to the client to efficiently communicate with customers.
- Maintained, manage and setup window server
- Develop responsive pages for better user experience.
- Troubleshooting, root-cause tracing, and problem solving

Used technologies:
Visual Studio, ASP.NET CORE framework, C#, Responsive CSS, Bootstrap, JavaScript, Razor, Entity Framework, MS SQL

Sep 2020 **Cindy Jeon's Online Portfolio** (www.cindyjeon.com)

- Managed to scope and develop the website from concept to completion
- Work with the client to collect, analyze and managing the client's requirements
- Ensure each build functions correctly on mobile, tablet and desktop devices
- Provide assistance to graphic designer to ensure features in the design phase can be produced during development
- Responsible for implement, continuous improvement and maintenance

Used technologies:
React.js, HTML, JavaScript, CSS, Json (store file path), Heroku (Deploy)

Jun 2020
- Current

Lucid Stand

- Assist senior developed for project management
- Work closely with team members to create consistent, reusable and maintainable code
- Connect to database and create CRUD function

Used technologies:

Visual Studio, .NET core framework, C#, JavaScript, Responsive CSS, Razor, Entity Framework, MS SQL, AJAX, Agile board (Asana)

TECHNICAL SKILLS

HTML, CSS, JavaScript, C#, ASP .NET core MVC, React.js, Node.js, Java, PHP, MS SQL, MySQL

ACADEMIC ACHIEVEMENT

• Programming 1	A
• Programming 2	A
• Programming Design & Construction	A
• Web Development	A+
• IT Project Management	A+
• Computer Network Principles	A
• Computing Technology in Society	A
• Foundations of IT Infrastructure	A
• Enterprise Systems	A
• Applied Human Computer Interaction	A
• Software Development Practice	B+

EMPLOYMENT HISTORY

Oct 2015
- Nov 2017

SITEL New Zealand Ltd

Customer Relationship Specialist for Johnson&Johnson

Responsibilities:

- Manage large amounts of incoming calls
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Translate the call or the issue to other associates

Feb 2015
- June 2015

Hanatour New Zealand Ltd

Customer Service Agent

Responsibilities:

- In charge of reservations for all accommodation and travel products;
- Ensure outstanding customer satisfaction by maintaining strong working relationships
- Deliver products/services that meet or exceed the customer requirements
- Telemarketing
- Communications and coordination for clients
- Data analysis and statistics gathering for the hospitality market

CORE SKILLS & ATTRIBUTES

- Resilient, and proven to perform well in stressful situations, follow instructions, meet deadlines and adjust to changing priorities
 - Excellent time management, resilient, and proven to perform well in stressful situations, follow instructions, meet deadlines and adjust to changing priorities
 - Responsible, friendly and a collaborative team player with strong work ethics and a positive attitude in all situations
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REFEREE

Cindy Jeon

Senior Graphic Designer

Conferenz

021 031 7400

David Jun Lucid

Stand Project Leader

021 990 702