



# JORN REIDEN

## RUFIN

Comp Sci. Graduate

### My Contact

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- 📍 Perth, Western Australia
- 🌐 <https://spelljinxer.github.io/>
- 🌐 <https://github.com/spelljinxer>

### Hard Skill

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- Programming
  - C / C++
  - Java
  - Python
- Web Development
  - HTML, CSS, Javascript
- Database Management
  - SQL
  - Data Entry
- Microsoft Office
  - Word, Excel

### Soft Skill

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- Multi-tasking
- Problem Solving
- Customer Service
- Team Player
- Adaptability

### Education Background

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- The University of Western Australia  
*Bachelor of Science (Computer Science)*  
02/2020 - 07/2023

### About Me

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Computer Science Graduate from The University of Western Australia. Enthusiastic about leveraging my acquired skills in a professional setting. Passionate about designing innovative tools that can assist others. Robust foundation in technical and analytical abilities, complemented by a commitment to exceptional customer service delivery.

### Experience

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#### Customer Service Officer

TSA Group  
03/2024 - Present

Key responsibilities:

- Troubleshooted myGov and Services Australia issues effectively.
- Assisted customers with Services Australia reporting and payments.
- Provided digital assistance to customers using various tools.
- Collaborated within a team to deliver exceptional customer support.
- Managed general myGov and Services Australia helpdesk inquiries efficiently.

#### Unit Auditor

The University of Western Australia  
08/2023 - 11/2023

Key responsibilities:

- Auditing multiple teams for CITS3200 - Professional Computing
- Crosscheck teams' code and progress on GitHub
- Handled and marked individual assessments
- Provided general feedback and insight to students
- Assessed leadership and professionalism of students
- Audit individual hours times