



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

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

Soft Skill

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

Education Background

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

About Me

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

Custom 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