Andrew Cheng

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Andrews Farm, South Australia
Full working rights

■ SKIILS OVERVIEW

- **Programming Languages**: C++ **|** Python **|** C#

- **Data**: Power BI **|** SQL **|** NoSQL **|** Data ETL **|** Data Cleaning **|** Data Analysis **|** PostgreSQL **|** Business support **|** Excel **|** Spark

- **Web Development**: HTML **|** CSS **|** JavaScript **|** PHP **|** Node.js **|** Vue **|** Chart.js **|** MVC **|** UI design **|** JSON **|** Git

- **Cloud Computing & DevOps:** GCP**|** AWS **|** Docker**|** Docker Swarm **|** Kubernetes**|** Jira **|** Slack **|** Trello

- **IT Support & Technical Skills:** Hardware & Software Installation **|** Electronics and IT hardware diagnostics and repair.

- Strong academic background (MSc, BSc) integrated with proven analytical, problem solving and research skills.

CAREER STATEMENT

I am a proactive and detail-oriented professional with a strong passion for data analysis, DevOps, and IT support. I love tackling challenges and finding IT solutions that make a real difference. I am someone who thrives in a team, bringing positive energy to every project and always looking for ways to improve processes. I am fluent in multiple languages, which helps me connect and collaborate effectively in multicultural environments. My goal is to contribute to a team where I can use my skills to drive success and make a meaningful impact.

■ EMPLOYMENT HISTORY

Feb 2024 – Current

Senior Research Assistant (Full Stack Engineer)

The University of Queensland & Queensland Children's Hospital – Brisbane, Australia

Duties:
- Developed and integrated functionalities of sofware applications using Node.js, HTML, MVC framework, CSS, and JavaScript, resulting in a 30% increase in user engagement.

- Built a web-based questionnaire for the Movement Behavior Questionnaire, providing data visualization for parents.

- Improved software applications based on feedback from researchers and parents, increasing application efficiency by 20%.

- Collaborated with cross-functional teams to gather requirements, troubleshoot issues, and implement solutions, ensuring seamless integration of new features and reducing system bugs by 15%.

Jan 2024 – Mar 2024

Data Analyst

Desygner – Gold Coast, Australia

Duties:
- Conducted data cleaning using MySQL Workbench, significantly improving database quality by 40%.

- Processed customer and user data for visualisation, aiding strategic decision-making and improving decision-making speed.

- Implemented GDPR policies for data security and compliance, achieving 100% compliance in data management practices.
- Managed DevOps/GitHub source control processes for data projects, ensuring version control and streamlined collaboration, reducing integration time by 25%.

Dec 2017 – July 2021	***IT SUPPORT SPECIALIST***

Chinese Cultural University – Taipei, Taiwan

Duties:
- Managed university-wide computer systems and projectors, ensuring minimal downtime and increasing system uptime by 25%.
- Interacted with faculty members to diagnose and resolve technical issues, achieving a 90% resolution rate within the first hour of reporting.
- Coordinated with vendors for parts replacement and warranty services, reducing maintenance costs.
- Facilitated the installation and maintenance of hardware and software, ensuring compliance with corporate security policies and standards.

■ EDUCATION BACKGROUND

Academic Qualifications

July 2022 – June 2024	**MASTER OF COMPUTER SCIENCE (Management)**

The University of Queensland – Australia

July 2017 – July 2021	**BACHELOR OF COMPUTER SCIENCE AND INFORMATION ENGINEERING**

Chinese Culture University – Taiwan

■ REFEREES

Reference Name	Position	Organisation	Phone Number	Email Address	Relationship
Dr Konstanty Bialkowski	Senior Lecturer	The University of Queensland	07 336 52766	ksb@uq.edu.au	Thesis supervisor
Jerry Chen	AI Engineer	Desygner	0423 339 538	jssyc13@gmail.com	Previous Colleague
Stewart Trost	Researcher & Conjoint Professor	The University of Queensland & Queensland Children's Hospital	07 334 67768	s.trost@uq.edu.au	Current Supervisor