

## Zac Callahan

Email: [calla1296@gmail.com](mailto:calla1296@gmail.com) | GitHub: <https://github.com/ZacCallahan> | Portfolio: [www.zaccallahan.dev](http://www.zaccallahan.dev)

### Education

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#### Swinburne University

Melbourne, Australia

Master of Information Technology – Software Development (High Distinction)

March 2023 – Nov 2024

#### Monash University

Bachelor of Science – Physiology and Immunology

July 2017 – Nov 2020

### Skills

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- **Frontend:** HTML5, CSS3, JavaScript, React, Tailwind CSS
- **Backend & Database:** Python, Node.js, SQL, MongoDB
- **Cloud & DevOps:** AWS, OCI, Docker, Vercel, Railway
- **Tools & Other:** GitHub, WordPress, SendGrid, JWT Auth

### Professional Experience

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#### United Petroleum

Melbourne, Australia

IT Technology Support Officer – Directly Reporting to Chief Executive Officer

June 2025 - Ongoing

- Provided timely IT support to the CEO and senior executives, maintaining a response time under 10 minutes for urgent technical issues during onboarding and meetings.
- Resolved 50+ support tickets in the first month, covering hardware, software, mobile devices, and secure communication tools.
- Supported 10+ executive meetings and video calls, ensuring seamless AV setup, connectivity, and real-time troubleshooting for presentations and conferences.
- Quickly built trust with leadership, managing sensitive technical issues professionally and maintaining strict confidentiality across all interactions.
- Assisted with setup and configuration of new executive devices, including laptops, phones, and collaboration tools like Microsoft Teams and Zoom.
- Documented common issues and fixes to support knowledge sharing and reduce ticket volume, contributing to smoother operations within the first 4 weeks.

#### iBuild

Melbourne, Australia

Software Development Intern

July 2024 – Nov 2024

- Conducted functional and UI testing on website components built with WordPress and Elementor, identifying and documenting 25+ inconsistencies against design specifications.
- Verified completed features against business and technical requirements, ensuring quality and alignment prior to deployment.
- Led peer reviews and collaborated with developers, providing structured feedback on feature completeness and adherence to company standards.
- Created and maintained technical documentation, including test cases, issue logs, and configuration guides to support team onboarding and future development.

#### Interflora Australia

Melbourne, Australia

Customer Service Representative / Technical Support

Dec 2016 – June 2025

- Performed user acceptance testing (UAT) on website updates and new features, identifying and documenting functional defects during pre-launch phases to ensure high-quality releases.
- Provided frontline technical support for internal systems and websites, resolving common issues and escalating critical incidents to relevant technical teams for timely resolution.
- Trained new staff on technical tools, processes, and workflows, improving onboarding efficiency and reducing ramp-up time for new team members.
- Ensured service continuity during high-traffic events, proactively monitoring systems and troubleshooting issues under pressure to prevent disruptions.
- Communicated complex technical issues in simple, user-friendly terms, leveraging customer service experience to improve user satisfaction and reduce ticket friction.
- Bridged the gap between users and technical teams, documenting recurring issues, tracking resolution progress, and contributing to long-term process improvements.

## Project Experience

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### PoliMap AI Chatbot

- Designed and developed an AI chatbot using React (frontend) and Python (backend) to deliver real-time political insights specific to Australian politics.
- Integrated the chatbot into the PoliMap platform, enabling users to interact with political datasets and summaries through a conversational interface.
- Used Docker for containerisation and deployment, ensuring consistent environments across development, testing, and production.
- Conducted structured testing, including unit, integration, and performance tests, to validate chatbot responses and maintain output accuracy under load.
- Implemented NLP and logic flows to ensure the chatbot could understand and respond to user queries with contextually relevant political information.
- Collaborated with API sources for political data retrieval, ensuring chatbot responses reflected live, accurate, and reliable Australian political data.
- Monitored chatbot performance post-deployment, identifying edge cases and refining dialogue handling based on user feedback and usage data.
- Documented the development and deployment process, including architecture, testing protocols, and troubleshooting guidelines to support scalability and maintenance.

### AI Chatbot Integration – Swinburne Website

- Developed and demonstrated an AI chatbot prototype as a proposed solution to improve FAQ engagement on the Swinburne University website.
- Designed chatbot flows and responses tailored to common student queries, aiming to reduce support load and enhance self-service accessibility.
- Conducted iterative functional testing, refining logic and output to ensure accurate responses across a range of input variations.
- Improved user experience (UX) through continuous feedback integration, enhancing conversation clarity, speed, and relevance.
- Collaborated with stakeholders to align chatbot functionality with university service objectives, showcasing the prototype's value in streamlining digital student support.

### Personal Project – Zac Callahan Music

- Developed artist portfolio website featuring minimal, professional design with mobile-responsive codebase
- Implemented performance optimisations achieving minimal load times and seamless SoundCloud Integration
- Deployed using Vercel with a custom domain
- Designed entirely mobile-friendly with a robust and responsive design principles

### Personal Project – Red Robin Rating

- Built and maintained a full-stack alcoholic beverage rating platform handling user authentication via JWT tokens
- Created a responsive design using React and Tailwind
- Deployed across Vercel, Railway, and MongoDB Atlas, using SendGrid email integration for user communication
- Developed to be mobile-responsive with a full mobile app planned for launch Q3 2025

### Personal project – Zac Callahan Portfolio:

- Designed and developed a modern, responsive developer portfolio website featuring contemporary web design trends including dark theme, micro-animations, and interactive elements
- Implemented performance optimisations achieving smooth scrolling navigation, intersection observer animations, and optimised asset loading for enhanced user experience
- Deployed using modern web technologies including HTML5, CSS3, vanilla JavaScript, and optimised for search engines and accessibility standards

## Referees

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Referees are available upon request