CHLOE ZHOU

SOFTWARE ENGINEER

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SUMMARY

Highly motivated and results-oriented **Computer Science graduate** from **The University of Melbourne**, achieving **High Distinction** and earning **multiple scholarships**. With **over a year of professional experience** in the **IT** and **full-stack development**, I possess a strong foundation in **React**, **Next.js**, and **Node.js**. My experience includes successful completion of **multiple web development projects**, coupled with **strong leadership** and **interpersonal skills** honed through impactful volunteer experiences.

EDUCATION

Bachelor of Science in Computing and Software Systems
The University of Melbourne

Feb 2022 - Nov 2024

- High Distinction (**H1**)
- Melbourne Global Scholars Award 2024
- Bachelor of Commerce Global Scholarship (**Top 50 Students**)
- Melbourne International Undergraduate Scholarship (**Top 5% International Students**)
- Melbourne Plus: People Leadership Award

TECHNICAL SKILLS

- Proficient in HTML5, CSS3, JavaScript/TypeScript, and ES6 features.
- Familiar with **Figma** for design and prototyping.
- Experienced with the **React**, **Next.js** framework, with a strong grasp of Reconciler, Fiber, and Hooks principles.
- Solid understanding of **computer networking fundamentals**, including HTTP and TCP/IP protocols.
- Skilled in **Git** for version control and collaborative development, with basic familiarity in **Webpack** for module bundling, Knowledgeable in deploying applications using **Vercel**.

WORK EXPERIENCE

Bapcor Limited - System Administrator

Mar 2025 - present

Responsibility: Provided comprehensive IT support to over **5,500 employees**, utilizing ServiceNow for incident and change management. Administered and maintained high availability of IT systems, including Active Directory, email, and intranet platforms.
Tech Stack: **AD** + **Windows 2008 Server (DNS, DHCP, TCP/IP)** + **PowerShell** + **MS Exchange Server** + **ServiceNow**

- Quickly learned and resolved complex tickets related to **domain authentication** and **configuration**, improving overall system stability.
- Efficiently **migrated email systems** and user **mailboxes** to the parent company's platform, minimizing user impact.
- Contributed to the creation of **detailed documentation** for **new migration workflows**, enhancing team efficiency and knowledge sharing.
- Maintained consistent communication with **cross-functional teams** to **mitigate potential data loss** and **service disruptions**, demonstrating strong adaptability in a dynamic environment.

Virtual Adults - Full Stack Developer

Jun 2024 - Nov 2024

Responsibility: Led project planning and cross-functional team collaboration to develop an **AI-driven learning management web app** tailored to psychology consulting training, aligned with client requirements.
Tech Stack: Figma + **React** + **Express** + **MongoDB** + **Vercel** + **GCP** + **Auth0** + **ChatGPT Integration**

- **Reduced AI budget** by **70%** through optimized resource allocation.
- Achieved **99.9% user alignment** through rigorous research and iterative feedback loops.
- Enabled **real-time communication** between users and AI-powered virtual adults with both text and voice interfaces available.
- Managed development using **Agile Scrum** methodology, leveraging **Jira** and **Confluence** for efficient collaboration.
- Ensured robust security and user privacy by implementing strong authentication measures using **Auth0** and **JWT**.

Efinity Consulting Group - Associate Strategy Consultant Intern

Aug 2023 - Nov 2023

Responsibility: Supported executives in crafting **strategic business plans** for client companies' horizontal and vertical expansion through negotiation, problem-solving, and comprehensive **market analysis**.

- Conducted in-depth industry/market analysis, culminating in an impactful **research report** that informed client decision-making.
- Delivered customized **marketing strategies**, earning commendation from executives and clients for actionable insights.
- Demonstrated adaptability by identifying growth opportunities and aligning recommendations with client objectives, driving measurable business outcomes.

Gr8 Building Service - Contract Web Developer   **Feb 2023 - July 2023**

Responsibility: Managed the **end-to-end** website development lifecycle using **GoDaddy** and **WordPress**, including domain registration, implementation, and maintenance.

- Designed and deployed a user-friendly, optimized website that contributed to a **20%** increase in company performance and **profits** within six months.
- Provided ongoing website maintenance and updates, ensuring optimal functionality and alignment with business goals.

PROJECTS

[Packing List](#)

Project Description: A packing list **web application** implemented using React, with **CRUD** (create, read, update, delete) features, as well as filtering and sorting functionalities.

Tech Stack: React + **HTML** + **CSS** + **Vercel**

- Implemented reusable components using **Compound Component** and **Render Props** design patterns.

Predictive Modeling of IMDb Scores

Project Description: Developed a **machine learning model** to predict IMDb scores for movies lacking ratings by training on a labeled dataset and applying **data preprocessing** and **model optimization techniques**.

Tech Stack: Python + **Numpy** + **Pandas** + **Scikit-learn** + **Seaborn** + **Matplotlib** + **Plotly**

- Developed and **trained** machine learning **models** (**Decision Tree, Logistic Regression, and Random Forest**) to predict IMDb scores for a movie dataset lacking scores, leveraging a separate labeled dataset for training. This involved preprocessing techniques like **data encoding**, **standardization**, and **feature engineering** using NumPy and Pandas.
- Optimized model performance by **analyzing learning curves** and **fine-tuning parameters** to mitigate overfitting. **Feature visualization** aided in this process.

Counting Up

Project Description: A **card game** with up to 4 players also involved artificially intelligent computer player in 3 different levels, random, basic and clever.

Tech Stack: Java + **Gradle** + **JCardGame** + **Object Oriented Design** + **Design Patterns**

- Exhibited strong leadership and collaboration skills by **leading a team** to refactor and enhance a digital card game, ensuring alignment with customer requirements and improving **user experience**.
- Conducted comprehensive **software architectural analysis**, including use case analysis, model design, and full implementation to streamline development phases and meet operational goals.
- Designed scalable applications using **GRASP Principles** and **GoF Design Patterns**.

VOLUNTEER

AIESEC Australia Ltd - Business Development Coordinator

Key Responsibilities:

- Leveraged strong customer service and **B2B sales** techniques, including **direct mail** and **cold calling**, to successfully engage and convert clients.
- Cultivated strategic partnerships by conducting **direct meetings** with industry leaders, showcasing interpersonal and organizational expertise to build long-term trust and collaboration.

Teach For China - Rural School Teacher

Key Responsibilities:

- Developed and delivered engaging teaching materials to support the education of **underprivileged children**.
- Organized games and events to foster an **inclusive** and **supportive** learning environment for underprivileged students.
- Actively contributed to **reducing educational inequality** through targeted teaching initiatives and community engagement.

The University of Melbourne - Peer Mentor

Key Responsibilities:

- Demonstrated **leadership** by organizing and leading activities and events designed to support and engage a group of students.
- Encouraged and motivated new students to navigate and succeed in their university experience, fostering a supportive and inclusive environment.