

Jun Yi Liou

60178777680 | allenliou12@gmail.com | Johor, Malaysia

Summary

Aspiring Software Engineer with a strong foundation in Python, Django, and React. Passionate about building scalable and efficient applications and leveraging machine learning to solve real-world problems. Dedicated to learning and contributing to innovative technology solutions

Links:

- Email: allenliou12@gmail.com
- LinkedIn: <https://www.linkedin.com/in/allen-liou-295171175/>
- Github: <https://github.com/allenliou12>
- Personal website: <https://allenliou12.github.io/Personal-Website/>

Education

INTI International University

Masters in Information Technology | 08/2024

- Graduated with distinction, achieving a CGPA of 3.79

Completed courses in:

- Network Security (Grade: A-)
- Decision Support Systems (Grade: A-)
- IT Project Management (Grade: A)
- System Development Tools and Techniques (Grade: A)
- IT strategies (Grade: A-)
- Future Informatics (Grade: A-)
- Ubiquitous computing (Grade: A)
- Fundamentals of Computing
- Innovation and Knowledge Management
- Research methods for computing

University of Reading Malaysia

Bachelor of Science in Real Estate | 12/2020

Relevant Coursework:

- Management in the Real Estate Sector
- Investment Strategy and Management
- Real Estate Economics and Investment
- Property Valuation
- Finance and Markets

Skills

Programming Languages: Python, JavaScript, SQL, SAS, HTML/CSS

Frameworks & Libraries: Django, React, PyTorch, FastAI, EJS

Tools & Platforms: Git, GitHub, MongoDB, PostgreSQL

Development Practices & Methodologies: Agile Methodologies, Test-Driven Development

Additional skills: Data Analytics, Data Visualization

Github Projects

1. Keeper-MERN App

- A full-stack note-taking application inspired by Google Keep.

- Built with the MERN stack: MongoDB, Express.js, React.js, and Node.js.
- GitHub Link: <https://github.com/allenliou12/Keeper-Mern-App>

2. Personal Website

- A responsive personal portfolio website showcasing skills, projects, and achievements.
- Designed and developed with HTML, CSS, and JavaScript.
- <https://allenliou12.github.io/Personal-Website/>

3. Machine Learning Fashion Recommendation System (In Progress)

- A wardrobe recommendation system using PyTorch to suggest outfits based on:
 - User preferences
 - Body size
 - Current Trends
 - Specific scenarios or occasions
- Current focus includes:
 - Mastering PyTorch concepts (data preprocessing, model architecture, and evaluation).
 - Implementing user profiling to generate personalized outfit suggestions.
 - Exploring data augmentation for model robustness.
 - Integrating a feedback loop to refine recommendations.

Certificates

- SAS Certified Advanced Analytical Techniques for IT Professionals
- The Complete 2023 Web Development Bootcamp

Experience

PPB Property Development | Johor and Petaling Jaya, Malaysia Customer Relations Executive | 05/2021 - 02/2023

Managed property portfolios and optimized operations through strategic preservation, client communication, quality control, and data-driven solutions to enhance efficiency, reduce costs, and maintain market readiness.

Key responsibilities:

- **Portfolio Management:** Oversaw a portfolio of 200 unsold units, implementing preservation strategies to minimize property value depreciation.
- **Maintenance Optimization:** Developed and implemented proactive inspection protocols to reduce unit downtime, optimize maintenance costs, and ensure high operational efficiency.
- **Standard Operating Procedures (SOPs):** Created and maintained SOPs to streamline property owner communication, ensuring timely responses and enhanced client satisfaction.
- **Client Relationship Management:** Managed 100+ property owner inquiries, resolving issues efficiently to achieve high first-contact resolution rates and positive feedback.
- **Quality Control & Inspections:** Conducted systematic inspections for high-rise condominium projects, identifying refinements and minimizing rework costs through detailed reporting and precise tracking.
- **Project Remediation:** Coordinated remediation processes, accelerating timelines and ensuring adherence to quality standards through organised documentation and oversight.

Achievements

- **Managed a portfolio of 200 unsold units**, reducing property value depreciation by 40% through a strategic preservation program. Implemented proactive inspections, decreasing unit downtime by 35% and optimizing maintenance costs by 25%. Ensured 95% of units remained market-ready, minimizing revenue loss.
- **Developed a Python script to scrape the web and analyze current market values**, enabling data-driven decisions to optimize market readiness.
- **Streamlined property owner communication** by developing an SOP for managing 100+ inquiries, reducing response times by 40%, increasing first-contact resolution by 55%, and achieving 95% positive owner feedback.
- **Conducted quality control for a 200-unit high-rise project located in another region**, implementing systematic inspections that reduced rework costs by 42% and accelerated project remediation by 35% using detailed photographic reports and precise location mapping.

- **Developed and implemented a key management system** that streamlined the tracking and storage of keys for over 100 properties, reducing key misplacement incidents by 30% and improving operational efficiency.
- **Managed expense recording and tracking in Excel**, overseeing the allocation of budgets and assisting with 3–4 claims monthly, improving processing efficiency and reducing errors by 10%

PPB Property Development | Johor, Malaysia

Summer Internship | 06/2019 - 09/2019

Supported the project and management team by conducting feasibility studies, coordinating events, and assisting with negotiations to ensure successful outcomes.

Key responsibilities

- **Event Planning & Coordination:** Organised and coordinated events for international customers, handling logistics, scheduling, and communication to ensure smooth execution and maximize attendee engagement.
- **Market Analysis & Pricing:** Conducted feasibility studies on rental and selling prices for multiple properties, providing data-driven pricing recommendations to support strategic decision-making and market positioning.
- **Stakeholder Relationship Management:** Built and nurtured relationships with over 20 stakeholders, including agents, project teams, and property owners, to foster collaboration and improve communication across teams.
- **Quality Assurance & Defect Management:** Conducted detailed inspections of over 50 units, identifying defects and working with contractors to ensure timely rectification, maintaining high-quality standards.
- **Document Management & Reporting:** Improved the organisation and filing of defect reports, streamlining the retrieval process and ensuring better communication with contractors for efficient issue resolution.

Achievements

- **Assisted in organising and coordination of an event for 30+ potential international customers from China, Korea, and Singapore**, resulting in a 20% increase in follow-up inquiries and contributing to the successful engagement of 5+ new business opportunities
- **Conducted feasibility studies on the rental and selling prices of 7 different condos in the area**, providing data-driven pricing recommendations that improved pricing accuracy by 20% and ensured competitive positioning within the local market
- **Built and maintained positive relationships with 20+ stakeholders**, including agents, project team members, sales teams, and property owners, resulting in a 30% improvement in cross-functional collaboration and a 15% increase in stakeholder satisfaction
- **Conducted meticulous defect checks on 50+ units**, identifying and reporting issues to contractors for rectification under warranty, resulting in a 20% reduction in post-inspection rework and ensuring adherence to quality standards
- **Improved the organisation of defect reports by filing them systematically by date**, reducing document retrieval time by 30% and ensuring streamlined communication with contractors

Languages

English, Chinese, Malay

Hobbies and Interests

- Surfing: Passionate about surfing the coastal waves and improving technical skills
- Piano: ABRSM Grade 5 (Practical and Theory)
- Machine Learning and AI related topics
- Practiced Muay Thai