

# Ukjin An (Andy)

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## WORK EXPERIENCE

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### Service Desk Analyst

FTG Australia (IT service Provider)

**Sydney, Australia**

Dec 2023 – August 2024

- Delivered IT support following ITIL-based incident, problem, and request management processes, achieving an average user feedback score of 4.7/5.
- Analysed incident trends and maintained structured documentation of resolutions and best practices to improve knowledge sharing and service consistency.
- Collaborated with senior stakeholders to refine ITIL workflows and escalation processes, resulting in 20% reduction in average ticket resolution time.

### Insurance Systems Intern

Kyobo Life Insurance (Insurance)

**Seoul, South Korea**

October 2022 – March 2023

- Supported the development and operation of core insurance systems by analysing business requirements and assisting with system documentation
- Collaborated with business stakeholders and developers to clarify functional requirements and ensure system changes aligned with insurance workflows
- Assisted in system testing and validation by executing insurance business scenarios and documenting defects and improvement points.

### Mathematics Tutor

Talent 100 & Private

**Sydney, Australia**

March 2019 – June 2022

- Taught 20+ students individually to achieve significant improvements in test scores and overall understanding with the majority of students achieving their aimed HSC result.
- Designed customized lesson plans and practice problems tailored to individual student needs and learning styles, ensuring comprehensive coverage of curriculum standards and objectives.

## EDUCATION

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**University of New South Wales** (B Commerce/Computer Science)

Kensington, NSW

Distinction average

**The King's School Sydney**

Parramatta, NSW

ATAR of 98.75

High band 6 in Ext 1, Ext 2 Mathematics

## SKILLS

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**IT** - HTML/CSS | JavaScript, Java | SQL (PostgreSQL, MySQL) | PowerBI,TableAu | Data Analysis | SAP Signavio |

**Business & Analysis** - Requirements analysis | Business Analysis | Agile (Scrum) | SEO | Digital Marketing |

**Office** - Figma | Microsoft 365 (PowerBI, Excel, Word, PowerPoint and Teams) | Google Suite | Jira | Confluence

**Certifications & Training** - ITIL v4 Foundation | Microsoft Azure DP-900 | Professional Scrum Master I

Google Digital Marketing & E-commerce Professional Certificate | JavaScript, CSS certificate (HackerRank)

## Personal Project

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### E-commerce Platform

Bellepup

**E-commerce Platform**

Founder/Developer

- Customized the platform's theme utilizing HTML, CSS, and Liquid. Solely developed advertising campaigns to optimize product sourcing and fulfillment processes, resulting in a profit of \$15,000+.
- Drove traffic and sales through self-developed Google Ads/TikTok Spark planning keywords, copy, and budget to achieve a total revenue of \$10,000 within first three month of the business

## ACTIVITIES

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### UNSW CSESociety (CSESoc)/BusinessSociety(BSoc)

February 2021 – Dec 2022

- Actively participated in hackathon events, gaining practical experience in analyzing complex, real-world coding
- Assisted in organizing and advertising quarterly networking events with 300+ participants.

### Australian Red Cross

Retail Assistant & Visiting volunteer

Oct 2019 –Jan 2020

- Demonstrated reliability and commitment by ensuring a minimum 6-month regular weekly visits

**Referees will be available upon request.**