

# Ukjin An (Andy)

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Recent Graduate with Information Systems and Computer Science background, experienced in requirements analysis, process improvement and data analysis across IT service and development environments. Strong communicator with a technical mindset and a passion for translating business needs into structured, practical solutions. Proficient in SQL-driven data analysis, ITIL-based service environments with proven practical experience in stakeholder management.

## WORK EXPERIENCE

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- Service Desk Analyst** Sydney, Australia  
FTG Australia December 2023 – August 2024
- Delivered IT support aligned with **ITIL**-based incident, **problem and request management** processes, while consistently capturing user issues and service feedback to support service improvement, achieving an average user feedback of **4.7/5**.
  - Analysed incident trends with **ServiceNow** to identify recurring issues and patterns and maintained **structured documentation** of resolutions to support **knowledge sharing**, reduce repeat incidents and improve service consistency.
  - Collaborated with senior stakeholders to **gather and clarify requirements**, analyse existing ITIL-based workflows and propose **process improvements** which improved service efficiency and resulted in a **20%** reduction in average ticket resolution time.
- City Index Researcher** Remote  
Happy City Hub 2023, 2024, 2026
- Assisted senior researchers to conduct **comparative analysis** and **data verification** across cities for accurate indicators
  - Utilised SQL to **collect, clean and validate** city-level wellbeing data from global public sources, translating raw datasets into structured outputs that supported urban happiness index research, data visualisation, and internal decision-making.
- Business Systems Analyst Intern** Seoul, South Korea  
Kyobo Life Insurance November 2022 – March 2023
- Supported the development and operation of core insurance systems by analysing **business requirements**, documenting system processes and functionality in **Excel** and supported communication between business users and technical teams.
  - Collaborated with multiple **business stakeholders** and developers to clarify **functional requirements**, support requirement discussions and ensure proposed **system changes** aligned with critical **insurance workflows** and business processes.
  - Assisted in **system testing** and **validation** by executing end-to-end insurance **business scenarios**, identifying functional defects and documenting issues and improvement points to support accurate system behaviour and **business requirements**.

- Mathematics Tutor** Sydney, Australia  
Talent 100 & Private March 2019 –October 2022
- Taught 20+ high school students through one-on-one instruction, delivering structured and personalised lessons that improved academic performance, with over **80%** of students achieving or exceeding their targeted HSC results.
  - Assessed student needs and adjusted teaching approaches based on **performance data** to improve learning outcomes.
  - Designed tailored lesson plans and materials based on individual needs, ensuring alignment with curriculum objectives.

## EDUCATION

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- University of New South Wales** (B Commerce/Computer Science) Kensington, NSW  
Distinction average – 2025

- 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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- Technical** - SQL (PostgreSQL, Azure) | PowerBI, Tableau | SAP Signavio | Python| JavaScript, Java | HTML/CSS |  
**Business & Analysis** - Requirements analysis | Business Analysis | Agile | Process Modelling | Product Management |  
**Office** - Figma | Microsoft 365 (PowerBI, Excel, Access, PowerPoint) | Google Suite | Jira/Confluence | Salesforce |  
**Certifications & Training** - ITIL v4 Foundation | Professional Scrum Master I | Microsoft Azure DP-900 |  
Google Digital Marketing & E-commerce Professional Certificate | JavaScript, SQL certificate (HackerRank) |

## **Personal Project**

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### **E-commerce Platform**

Bellepup

– Oct 2025

Founder/Developer

- Customized the platform's theme utilizing HTML, CSS, and Liquid then collaborated with a marketing associate to develop campaigns to optimize product sourcing and fulfillment processes.
- 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 the first three months of the business.

## **ACTIVITIES**

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### **UNSW CSE Society (CSESoc)/Business Society (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 3-month regular weekly visits until COVID

**Referees will be available upon request.**