

Ukjin An (Andy)

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WORK EXPERIENCE

- Service Desk Analyst** **Sydney, Australia**
Dec 2023 – August 2024
FTG Australia (IT service Provider)
- 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** **Seoul, South Korea**
October 2022 – March 2023
Kyobo Life Insurance (Insurance)
- 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** **Sydney, Australia**
March 2019 – June 2022
Talent 100 & Private
- 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

- 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

- 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

- 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 months of the business.

ACTIVITIES

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 6-month regular weekly visits

Referees will be available upon request.