

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

Service Desk Analyst

FTG Australia

Sydney, 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

Happy City Hub

Remote

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

Kyobo Life Insurance

Seoul, South Korea

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

Talent 100 & Private

Sydney, Australia

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

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

Distinction average

Kensington, NSW

– 2025

The King's School Sydney

ATAR of 98.75

High band 6 in Ext 1, Ext 2 Mathematics

Parramatta, NSW

SKILLS

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

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

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 3-month regular weekly visits until COVID

Referees will be available upon request.