LinkedIn   GitHub   Website

## CONTACT

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Abbotsford, VIC 3067

## EDUCATION

**GENERATION AUSTRALIA**

*Web Development Bootcamp*

April – Jul 2024

**MONASH UNIVERSITY**

*Master of Biotechnology (with Distinction)*

2021 – 2022

**THE UNIVERSITY OF WESTERN AUSTRALIA**

*Bachelor of Science – Human Biology*

2017 – 2020

## TECHNICAL SKILLS

- **Languages**: HTML5, CSS3, JavaScript ES6, Typescript, Python, SQL
- **Databases**: PostgreSQL
- **Libraries**: React, Tailwind CSS
- **Other tools**: AWS, Git, GitHub, RESTful API, Shopify

## PROJECTS

## LANGUAGES

- English
- Indonesian

## REFERENCES

*Available upon request.*

# ANNISA NYE

WEB DEVELOPER

Innovative professional transitioning to web development, blending biotechnology expertise with rapidly acquired technical skills. Demonstrates strong initiative and passion for leveraging technology to solve complex problems, with a proven track record of enhancing user experiences and driving efficiency across scientific and commercial projects.

## EXPERIENCE

### WOMEN IN TECH BOOTCAMP ACCENTURE | July 2024

*Participated in a 4-day intensive bootcamp, developing "Brainwave," an AI-powered learning app for students with intellectual disabilities.*

- Led website development using JavaScript and React
- Collaborated with STEM peers on big data and AI integration
- Presented solution to industry experts and Accenture staff

### CAREER BREAK | November 2023 – June 2024

*Pursued passion for programming and expanded technical skills.*

- Developed skills in data analytics (Python, SQL) and web development (HTML, CSS, JavaScript, React)
- Completed intensive web development bootcamp
- Developed personal projects

### CUSTOMER CARE OFFICER GENOMIC DIAGNOSTICS | June 2023 – November 2023

*Managed customer inquiries for genetic testing services, optimized internal processes, and improved customer satisfaction through cross-functional collaboration.*

- Handled 40+ daily inquiries on genetic testing procedures and results, achieving a 95% satisfaction rate
- Developed cross-functional spreadsheet system for case management, improving efficiency by 30%
- Increased customer satisfaction by 40% through proactive problem-solving and first-contact resolution

### OPERATIONS MANAGER (INTERN) MONASH MICRO IMAGING | July 2022 – December 2022

*Streamlined operations and user experience for microscopy facility.*

- Optimised website with automated scheduling and pre-session questionnaire:
    - Reduced onboarding time by 50%
    - Increased staff preparedness for sessions
- Implemented ISO 9001 compliance processes

### BUSINESS OWNER ANY WEARS | January 2022 – Present

*Launched and managed a sustainable fashion e-commerce platform, Anywears.*

- Developed and maintained a Shopify-based website with omnichannel integration
- Generated $20k profit in under 2 years through online sales and in-person markets

### CLIENT SERVICES PARK HYATT MELBOURNE | June 2021 – July 2023

*Managed bookings and client relationships, driving revenue in spa department.*

- Contributed to $40k profit (May 2022); acknowledged as top sales performer
- Optimized appointment bookings and managed client communications
- Enhanced team productivity through positive work culture