

# Kevin Chu

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## SUMMARY

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Result driven Software Developer with a strong background in IT systems and a deep interest in software development. Committed to delivering exceptional service and enhancing user experiences, I am seeking a challenging role as a software developer role to expand my technical expertise and pursue my passion for coding. I aim to utilize my attention to detail, programming knowledge, and collaborative mindset to deliver high-quality software products to meet user needs.

## EDUCATION

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### University of New South Wales

Feb 2014 – Jul 2021

*Bachelor of Mechatronic Engineering (Honours)*

- Relevant Coursework: Software Engineering Fundamentals, Data Structures and Algorithms, Computer Network and Applications

### Sydney Technical High School

2013

*High School Certificate*

## EMPLOYMENT

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### Project Engineer

Aug 2022 – Current

#### Service Desk Analyst

*Wipro Ltd.*

- Provided first level technical support; acting as first point of contact to end users at AusNet Services offices all over Australia through calls, chats, and emails
- Created and documented all support incidents in the ServiceNow platform ensuring accuracy and up-to-date records
- Collaborated with other IT teams to escalate and resolve complex issues in a timely manner
- Actively contributed to the development and improvement of service desk processes and procedures

### Project Engineer

Mar 2022 – Aug 2022

#### Graduate Software Developer Training (Java, JavaScript, HTML, CSS, SQL, AWS)

*Wipro Ltd.*

- Developed a web-based inventory management system to track and manage product inventory using Java and SQL
- Constructed HTML email templates while following design specifications to streamline the process of generating weekly emails for the staffing team
- Implemented integrated unit testing

### Engineering Graduate

Dec 2020 – Feb 2022

*Inside Out Nutritious Goods Pty Ltd.*

- Increased manufacturing plant efficacy by updating equipment through modelling and production of engineering components
- Assisted with production quality control by guiding and overlooking production workers
- Aided R&D by collaborating with NPD team to formulate innovative and original products
- Improved waste management by establishing procedures to offload organic by-product to clients for reuse

**Data Entry Admin****Jan 2021 – August 2021***Blum Australia Pty Ltd.*

- Managed logistic operations by organizing records, shipping documents, and distributing over 100,000 stocks daily
- Improved previous systems and methods in managing Excel spreadsheets to increase dispatch speed and maintain accuracy
- Collaborated with logistics team to maintaining current documentation and increasing visibility

**Service Team Member****Oct 2017 – Dec 2020***Myer Pty Ltd*

- Achieved sales targets regularly by assisting customers with insightful knowledge to close sales
- Provided excellent customer service to accomplish a record 95% customer satisfaction in home department

**EXTRA CURRICULAR AND PROJECTS**

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**ServiceNow Automated Incident Python Script**

- Created a Python script that automated data extraction and analysis, resulting in a significant reduction in manual effort and improved data accuracy.

**Immersive Technology Hackathon (*Runner Up*)****2017**

- Completed an intensive 2-day team project to create a solution for training social workers
- Created a test demo for a virtual reality simulation to aid in supplementing the training process for trainees

**SKILLS**

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|---|---|
| • Programming Languages (Python, C++, and Java) | • Web Development (HTML, CSS, JavaScript) |
| • SQL (Postgres)                                | • ServiceNow System Administrator         |
| • Git/GitHub                                    | • Microsoft Office Suite                  |
|   | • Proficient in Vietnamese                |

**OTHER CERTIFICATIONS**

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**ServiceNow Certified System Administrator****Sep 2022***ServiceNow***Certificate III in Hospitality****Dec 2015***Opportune People***REFEREES**

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**Manpreet Kohli**

SD Team Manger  
*Wipro Ltd.*

**David Chau**

Chief Operating Officer  
*Inside Out Nutritious Goods Pty Ltd.*

**Mark Hawkins**

Logistics Operations Manager  
*Blum Australia Pty Ltd.*

**Contact details available on request.**