

# Austin Wong

## EDUCATION

---

**University of British Columbia, BC, Canada**

*Bachelors of Science, Computer Science*

**Templeton High School, BC, Canada**

## SKILLS

---

**Coding:** C/C++, Java, Javascript, HTML, CSS, Python, R

**Technologies/Environment:** Windows, Linux, MySQL, Git

**Work skills:** Efficient Task Execution, Dynamic Leadership, Effective Communication, Timely Task Completion, Attention to detail, Quick Learner, Working with Large Datasets

**Spoken/Written Languages:** English, Cantonese

## WORK EXPERIENCE

---

**Westjet, Vancouver BC**

**October 2021 - 2023**

*Irregular Operations Coordinator*

- Monitor all local inbound and outbound Westjet flights for any delays or cancellations
- Rebook any guests who are affected by delays or cancellations
- Find and build different routings to get guests to their final destination
- Adhere to Air Passenger Protection Rights and ensure proper compensation is given to travelers impacted by irregular operations
- Provide support to Westjet employees and airline partners and ensure our local team is aware of any potential impacts to flight operations
- Supply our local team with hotels in the instance of any effected guests due to irregular operations
- Operating under tight deadlines to expedite the reaccommodation of guests promptly.

*Guest Service Lead (Relief)*

**October 2021 - 2023**

- Monitor all local inbound and outbound Westjet flights for any delays or cancellations
- Exercised effective conflict resolution and leadership skills in managing escalated situations involving disgruntled passengers
- Proactively responded to and addressed customer concerns, diffusing tense situations and ensuring a smooth resolution during irregular flight operations

## PROJECTS

---

**HelpYa**

*University of British Columbia, Summer 2022*

- Designed and implemented a robust RESTful API for HelpYa using Node js, a trade service app, enabling essential features like login authentication, user management, and monetary transactions. Conducted comprehensive testing, including endpoint tests for functionality, unit tests with a mock-up database, and integration tests for seamless interactions.

**Supportive Chatbot**

*University of British Columbia, Fall 2022*

- Created a Python-based chatbot for students during the pandemic, employing various APIs and a GUI. Focused on addressing loneliness, the chatbot engages users in psychiatrist-like conversations by analyzing their input against a database of pre-defined sentences, providing tailored responses for a more personalized interaction