

# Austin Wong

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## EDUCATION

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University of British Columbia, Canada

*Bachelors of Science, Computer Science*

## TECHNICAL SKILLS

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

**Technologies/Environment:** Windows, Linux, MySQL, Git/Github, RESTful APIs, VS code

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

## WORK EXPERIENCE

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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

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HelpYa

*University of British Columbia, Summer 2022*

- Designed and deployed a RESTful API for HelpYa, a trade service app, using Node.js
- Key features included login authentication, user management, and secure monetary transactions
- Executed comprehensive testing, encompassing:
  - Endpoint tests to validate functionality
  - Unit tests with a mock database to ensure reliability
  - Integration tests for smooth interactions

Supportive Chatbot

*University of British Columbia, Fall 2021*

- Developed a Python-based chatbot for student use during the pandemic
- Utilized multiple APIs and a GUI for enhanced user experience
- Aimed to combat loneliness by engaging users in psychiatrist-like conversations
- Implemented analysis of user input against a database of pre-defined sentences
- Provided tailored responses for personalized interactions

References available upon request