

Austin Wong

Vancouver, Canada

EDUCATION

University of British Columbia

Bachelors of Science, Computer Science

Canada

RELEVANT COURSEWORK

- | | | | |
|-------------------|------------------------|---------------------------|-----------------------|
| • Data Structures | • Algorithms Analysis | • Artificial Intelligence | • Database Management |
| • Web Programming | • Machine Architecture | • Network Architecture | • Network Science |

WORK EXPERIENCE

Westjet

October 2021 - 2023

Irregular Operations Coordinator

- Monitored all inbound and outbound WestJet flights, promptly identifying and addressing delays or cancellations
- Expertly rebooked affected guests to ensure seamless travel experiences, including arranging accommodations for guests during irregular operations
- Developed alternative routings to efficiently transport guests to their final destinations, demonstrating problem-solving skills and attention to detail
- Ensured compliance with Air Passenger Protection Rights, guaranteeing proper compensation for travelers impacted by irregular operations
- Provided essential support to WestJet employees and airline partners, proactively communicating potential impacts on flight operations to our local team
- Operated efficiently under tight deadlines, prioritizing the swift reaccommodation of guests to minimize disruptions

Guest Service Lead (Relief)

October 2021 - 2023

- Demonstrated effective conflict resolution and leadership skills in managing escalated situations with disgruntled passengers
- Proactively responded to and resolved customer concerns, adeptly diffusing tense situations during irregular flight operations to ensure a smooth resolution
- Provided leadership and mentorship to team members, offering guidance and support in handling customer interactions and operational challenges.
- Customized support for guests from diverse backgrounds, ensuring inclusivity and exceptional service to all guests

PROJECTS

HelpYa | *Node.js, MySQL, Unit Testing*

University of British Columbia, Summer 2022

- Conceptualized and deployed a robust RESTful API for HelpYa, a trade service app, enhancing user experience and security
- Key features included advanced login authentication, seamless user management, and secure monetary transaction capabilities
- Demonstrated expertise in testing methodologies:
 - Conducted thorough endpoint tests to validate API functionality
 - Implemented unit tests with a mock database to ensure reliability and performance
 - Executed integration tests for seamless interactions between components

Supportive Chatbot | *Python*

University of British Columbia, Fall 2021

- Spearheaded the development of a Python-based chatbot designed for student use during the pandemic, utilizing innovative technologies such as multiple APIs and a user-friendly GUI to elevate the user experience
- Engineered the analysis of user input against a database of pre-defined sentences, enabling the chatbot to provide tailored and personalized responses for meaningful interactions

TECHNICAL SKILLS

Languages: C/C++, Java, Javascript, HTML, CSS, Python, R, PHP, SQL

Developer Tools: VS Code, Eclipse, MySQL

Technologies/Frameworks: Windows, Linux, Git/Github, RESTful APIs