

Austin Wong

Vancouver, Canada

EDUCATION

University of British Columbia, Canada

Bachelors of Science, Computer Science

TECHNICAL SKILLS

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

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 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