

Austin Wong

Vancouver, Canada

EDUCATION

University of British Columbia

Bachelors of Science, Computer Science

Canada

WORK EXPERIENCE

Polyga

April 2023 - Present

Technical Support Engineer

- Enhanced functionality of company's SDK by implementing new features and optimizing code, resulting in a 20% increase in user satisfaction ratings
- Assisted the sales team in closing deals by providing technical support during product demonstrations, contributing to a 30% increase in sales revenue
- Utilized expert knowledge of Polyga's hardware and software to determine and troubleshoot the root causes of complex technical issues for clients, reducing average resolution time by 50%
- Provided troubleshooting assistance to over 100 global clients via email, online meetings, and phone, resulting in a 95% customer satisfaction rating and a 20% decrease in unresolved issues
- Executed rigorous quality assurance testing on software applications, identifying and resolving 95% of bugs prior to launch
- Developed and executed a seamless integration plan with Company XYZ's system, allowing 100% of their clients to access our technology, resulting in a 50% increase in user adoption

Westjet

October 2021 - 2023

Irregular Operations Coordinator

- Monitored real-time flight data for all inbound and outbound WestJet flights, proactively identifying and resolving delays or cancellations, resulting in a 90% decrease in passenger complaints
- Implemented new procedures for handling irregular operations, resulting in a 20% decrease in the number of affected guests and minimizing disruptions to their travel experiences
- 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

PROJECTS

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

University of British Columbia, Summer 2022

- Developed and integrated cutting-edge encryption protocols into the RESTful API for HelpYa, preventing security vulnerabilities
- Key features implemented 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

TECHNICAL SKILLS

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

Developer Tools: Visual Studio Code, Eclipse, MySQL

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