

# <HENDRIC WIDJAJA>

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📞 Phone: +61 452 551 835

📍 Location: NSW, Australia

🌐 Portfolio: [/hendric-widjaja](#)

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A passionate learner looking to build a rewarding career in the IT industry. By leveraging my enthusiasm for technology, AI, and practical problem-solving, I aim to contribute to projects that create real value for others. My background in customer service and construction has strengthened my attention to detail, analytical thinking, communication, and ability to adapt and prioritise in fast-paced environments. With a proactive approach to learning, I am eager to develop my expertise through formal and on-the-job training while contributing as a dependable team player with a can-do attitude.

## EDUCATION

Diploma of IT	Bachelor of Construction Management & Property
Coder Academy	University of New South Wales
Mar 2025	Mar 2019

## PROFESSIONAL EXPERIENCE

Senior Customer Service Coordinator (5+ years)
Frasers Property Australia (Property Developer)
Jan 2017 - Present

## TECHNICAL SKILLS

- **Programming:** Python, JavaScript, React, HTML, CSS
- **Frameworks:** Flask, Express, REST APIs, Remix
- **Databases/CMS:** MongoDB, PostgreSQL, Strapi
- **Tools:** Git, GitHub, VSCode, Jira, Microsoft Office Suite, Google Sheets, PowerPoint, SAP, Touchpoint, Copilot, Perplexity AI, NotebookLM

- **Product Knowledge:** Demonstrated strong product knowledge and processes to effectively provide support & guidance to customers across NSW, VIC, QLD & WA via phone & email.
- **Problem Solving:** Resolved customer issues within SLA timeframes with efficiency, professionalism and empathy, ensuring timely & satisfactory resolutions that supports long term customer loyalty.
- **Customer Relationship Management:** Utilised CRM software to document customer interactions, update account information, and track issue resolution.
- **Teamwork & Collaboration:** Collaborated with cross-functional teams to troubleshoot customer issues by effectively communicating between technical staff & non-technical stakeholders, ensuring customer issues are resolved in a timely manner.

### Contract Administrator & Cost Planner Assistant (4 years)

Frasers Property Australia (Property Developer)

2018 - 2024

- **Project Management:** Assisted with project management tasks such as overseeing the tendering process, contract management and handling variations with consultants and contractors, ensuring adherence to project deadlines and budget constraints.
- **Attention to Detail:** Developed cost plans valued up to \$10m for low-rise residential projects with accuracy and alignment with project requirements.
- **Data Management & Integrity:** Maintained and updated the cost and rates database within CostX software, ensuring data integrity and accessibility for project teams.
- **Procurement & Supplier Coordination:** Coordinated with suppliers to request and evaluate quotes, negotiating favourable terms to optimise project budgeting and procurement processes.

</CUSTOMER SUPPORT SPECIALIST>

## PROJECTS

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### API Web Server | [Click to view](#)

- **Tech Stack** | Python, Flask, PostgreSQL
- A 'Workout Planner' API which allows users to create, copy, like & share workout routines via RESTful endpoints.
- Extensions such as SQLAlchemy, Marshmallow, Bcrypt & JWT Extended were used for data validation, data de/serialisation, authentication & authorisation.
- Unit tests were designed and documented for all endpoints to ensure functionality & robustness of code.
- This project emphasised clean, thoughtfully-commented code, version control using Git, and detailed documentation to ensure clarity for both technical & non-technical users.

### Terminal Application | [Click to view](#)

- **Tech Stack** | Python
- A 'Debt Tracker' terminal application which includes features that allow a user to manage and track their debts. Includes a debt repayment calculator.
- This project focussed on error handling, DRY Coding principles, well-commented code, abiding to PEP8 coding standards & detailed documentation.

### Portfolio | [Click to view](#)

- **Tech Stack** | JavaScript, React, Tailwind CSS, Motion
- A template portfolio website using JavaScript, React, Tailwind CSS & Framer Motion.
- This project focussed on understanding React concepts such as State, hooks, event handling & conditional rendering.

## REFERENCES

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### Angelo Felix

*Frasers Property Australia (Property Developer)*  
Customer Centre Manager

### John William

*Frasers Property Australia (Property Developer)*  
Senior Contract Administrator

*Reference contact details available upon request*