<HENDRIC WIDJAJA>

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A passionate learner looking to transition into the web development and IT industry, with a goal to deliver projects that bring real value into the lives of others. My previous experience in the construction industry has strengthened my attention to detail, problem solving capabilities, communication skills, effective prioritisation, and capacity to work collaboratively in dynamic environments.

EDUCATION

Diploma of IT
Coder Academy
2025

Bachelor of Construction Management & Property
University of New South Wales
2019

PROFESSIONAL EXPERIENCE

Customer Service Coordinator
Frasers Property Australia (Property Developer)
Present

- Demonstrated strong product knowledge and processes to effectively address customer concerns and provide accurate information across NSW, VIC, QLD & WA
- Handle escalated customer issues with professionalism and empathy, ensuring satisfactory resolution and maintaining customer loyalty.
- Utilised CRM software to document customer interactions, update account information, and track issue resolution
- Collaborated with cross-functional teams to troubleshoot technical issues and resolve customer complaints in a timely manner

Contract Administrator | Cost Planner Assistant
Frasers Property Australia (Property Developer)
2018-2020 | 2022 - 2024

- Developed cost plans valued up to $10m for low-rise residential projects with accuracy and alignment with project requirements
- Maintained and updated the cost and rates database within CostX software, ensuring data integrity and accessibility for project teams
- Coordinated with suppliers to request and evaluate quotes, negotiating favourable terms to optimise project budgeting and procurement processes
- Oversaw tendering process /contract management and handled variations with consultants and contractors, ensuring adherence to project timelines and budget constraints.

TECHNICAL SKILLS

- HTML, CSS, JavaScript, React, Node.js, Express, Python, Flask, SQL, MongoDB, Git, GitHub, VSCode

INTERPERSONAL SKILLS

- Attention to detail, problem solving, teamwork, stakeholder management, prioritisation

PROJECTS

API Web Server | *Click to view*
- A 'Workout Planner' API which allows users to create, copy, like & share workout routines.
- **Tech Stack |** Python, Flask, PostgreSQL

Terminal Application | *Click to view*
- A 'Debt Tracker' terminal application which allows users to manage and track their debts. Includes a debt repayment calculator.
- **Tech Stack |** Python

INTERESTS

- Fitness & Health
- Travelling
- Soccer

</JUNIOR SOFTWARE ENGINEER>