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# Jessie Tuan

I'm an aspiring computer science graduate having experience in mining simulator software and web application development with automated testing to assure quality. I enjoy collaborating in Agile teams to manage Scrum projects throughout the software development cycle. As a key member in previous working teams, I demonstrated a growth mindset in adopting new technologies and an open-minded attitude to innovative perspectives.

 Australia

## Education

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2022 - 2024

**La Trobe University**

**Bachelor of Computer Science**

Course WAM: 83/100

### **IT support officer**

May 2023 - Present

Initiate a simplified workflow model to streamline the resolution of technical issues and software defects, contributing to higher user satisfaction rates and reduced ticket processing time of the helpdesk team

### **Student leader**

October 2022 - Present

Leverage connections with Student Advisors to provide discipline-based peer-to-peer mentorship.

Plan Open Day, in-semester engagement activities and events for the student union.

## Work Experience

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### **Software Engineer Intern**

**Immersive Technologies**

November 2023 - February 2024

Osborne Park, Perth, WA

- Work on the React and C++ development of enhanced features to Virtual Classroom project, improving usability and interactivity of mining operation's training instructions to a growing customer base.
- Build and write automated integration tests for RESTful API endpoints to transmit real-time vehicle data.
- Apply generic programming in Typescript to design specialized safety guidelines for multiple mission sets.
- Track and prioritize tasks throughout Agile development sprint using Jira project management tool
- Support load weight display in different units and create an ore plan for specialized work areas, achieving a 35% increase in productivity for mining operations.



## Software Developer AUG Student Services

Nov 2022 - Jul 2023

Melbourne, Victoria

- Collaborate with experienced software engineers to monitor code quality and building pipelines on GitHub Enterprise's local server.
- Maintain and upgrade backend server with horizontal scaling - Increase the number of requests handled by 40%.
- Work on the neat and efficient design of the user interface.
- Apply natural language processing techniques to build an educational consulting chatbot to raise customer engagement and product adoption
- Secure the website with firewall service, authentication and authorization with JWT and CSRF tokens.

## Skills

### Programming languages

- Python, SQL for Data Analysis and Machine Learning.
- C#, C++ object-oriented software design
- Java Core
- Javascript for full-stack web development

### Business skills

- Problem-solving
- Analytical skills
- Agile project management
- Communication skills
- Adaptive teamwork
- Innovation
- Leadership

### Frameworks and tools

- API Development and Testing with ASP .NET core
- Reactjs Front-end Development
- Jest, Mocha automated testing
- Nodejs Back-end Development
- Shell/Linux for OS and network management
- AWS Software Development Kit

## Projects

Dec 2022 - Mar 2023



### Home doctor - Online prescription application La Trobe University Medical Centre

- Lead a team size of 4 people to develop a healthcare application which serves more than 200 clients monthly.
- Design and implement medical prescription system for doctors and medical checkup booking microservice for patients.
- Write automated test data and configure the environment for testing more than 20 API endpoints in collections using Postman.
- Collaborate with a front-end developer in the team to develop an interactive user guide and documentation for the application.

Mar 2023 - May 2023



### Phone Code Generator System Practera Experiential Learning Project

- Use backtracking algorithm to generate different permuted phone number letter codes for securely masking users' phone numbers.
- Integrate the algorithm into the user management controller system of a sports tracking app to protect customer's data.
- Perform penetration testing with a reliability score of 95%.

