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# Jin Heng Pang

Computer Science Student | Aspiring Software Engineer

## EDUCATION

**Monash University** - Bachelor of Computer Science

2022 - 2026

- Wam: 77/100
- GPA: 3.2/4.0

## WORK EXPERIENCE

**MedHealth** - IT Service Desk Analyst

Jun 2025 - Present

MS Azure | Meraki | MS 365 | FreshService | MS Intune

- Served as the first point of IT contact for the company and 28 subsidiary businesses, supporting 10+ users daily.
- Translated complex IT problems into clear, non-technical language (written and verbal) to help users resolve and prevent recurring issues.
- Investigated and resolved issues with limited or vague information, applying strong analytical and problem-solving skills.
- Leveraged knowledge of Security, IT infrastructure, and End-User Computing (EUC) to accurately escalate incidents, reducing resolution time and improving support efficiency.

## PROJECT EXPERIENCE

**Portfolio Website** - React.js | Node.js | Express.js | Typescript | CSS

Jul 2025 - Present

- Integrated Google reCAPTCHA with a RESTful API to securely validate contact form submissions, ensuring data integrity and protection against automated spam.
- Leveraged the Alfa API (open-source) to practice API consumption, request handling, and data rendering in a frontend application.
- Built a contact form using NodeMailer to automate email communication, streamlining the process for user inquiries.

**Santorini Game** - Java | Swing | OOP | Design Patterns | MVC

Feb 2025 - Jun 2025

- Collaborated in a team of 4 to develop a game from scratch, working in agile sprints.
- Contributed across the full development cycle: ideating user stories, creating low-fidelity prototypes, and implementing core features.
- Implemented maintainable and scalable architecture by applying SOLID principles, leveraging the State design pattern for game logic, and structuring the project with MVC architecture.

**Guitar Heroes Game** - RxJS | Typescript | Functional Programming

Jul 2024 - Aug 2024

- Used RxJS observables in combination with RxJS operators like mergeMap to synchronise real-time data streams
- Leverage immutable RxJS operators (map, filter, reduce) to avoid mutation and ensure predictable state transitions

## VOLUNTEER EXPERIENCE

**Monash Japanese Club** - Events Officer

Apr 2024 - Present

- Coordinated with a team of committee members to plan and deliver cultural and social events, fostering collaboration and smooth execution.
- Organised events that attracted and engaged diverse student groups, strengthening community participation and increasing club visibility on campus.

## SKILLS

**Languages:** Java, Python, Typescript, CSS, HTML, SQL (MongoDB, Oracle)

**Frameworks/ Libraries:** Node.js, React.js, Express.js

**Tools:** Git/GitHub, Microsoft Azure, VS Code, Figma