

James Jooyoung Seo

Mobile: +61 424 993 424 | Email: ijamesseo@gmail.com
Address: Unit 1313 17 Wentworth Place, Wentworth Point 2127

EDUCATION

UNSW Bachelor of Commerce and Bachelor of Science (Computer Science) Majors in: Business Analytics & Computer Science	May 2023 - Current
The University of Sydney Bachelor of Commerce and Bachelor of Advanced Computing Majors in: Business Analytics & Computational Data Science	Feb 2021 – May 2023
Normanhurst Boys High School ATAR: 97.90 Extracurriculars: Peer Mentor (2018), Debating, Chess Club, Macquarie University Enterprise Challenge Winner (2017)	Jan 2014 – Nov 2019

WORK EXPERIENCE

Australian Electoral Commission (AEC) Reconciliation Officer (APS3) <ul style="list-style-type: none">Contributed to the delivery of the 2023 Referendum by performing comparative checking processes to ensure the validity of divisional ballot counts for the electorate of Parramatta within the immutable deadlines.Undertook investigative efforts to identify and manage discrepancies within divisional ballot counts to progress scrutiny processes accurately and within the required timeframe.Managed and led a team of TEW (temporary election workforce) to resolve anomalies and ensure the reliability of election data, and to ensure the timely entry of scrutiny results and ballot paper reconciliation data into AEC election systems. Administrative Assistant (APS1) <ul style="list-style-type: none">Collaborating with team members to resolve data validity issues and maintain the integrity of the electoral roll.Communicating with clients and management, serving as a point of contact between internal and external inquiries to contribute to the continual maintenance of the electoral database.	July 2023 - Present
IKEA Australia (Rhodes) Sales Co-worker <ul style="list-style-type: none">Providing customers with expert specialised product advice whilst establishing and maintaining consistently high levels of customer service to ensure customer satisfaction and encourage returning customers.Liaising interdepartmentally with other co-workers to maximise sales, develop further product knowledge and increase the company's market share in the area by utilising proprietary software to fine-tune sales forecasts. IKEA For Business (I4B) Ambassador (Living Rooms) <ul style="list-style-type: none">Identifying and engaging business owners by advising them on the benefits, incentives, and the potential value IKEA's Business Network could provide to their business.Increasing IKEA's market share of Australian business' spending on furnishings by successfully converting non-loyalty business customers into IKEA's Business Network members (quintupling future average order values).	Nov 2021 - Present
CS Education Tutor / Marker <ul style="list-style-type: none">Reinforced the academic capabilities, understanding and self-esteem of students by providing them with high-quality, personalised tutoring on various subjects, and relayed informed feedback and results to parents and management.Collaborated with other markers to administer and grade exams, essays, and homework, ensuring that the quality of feedback returned to the students remained insightful and resourceful despite working under time pressure.	Oct 2017 – Mar 2019
Blacktown Hospital (Western Sydney Local Health District) Student Volunteer – Outpatients Department <ul style="list-style-type: none">Worked closely with a team of nurses and doctors within the sections of a public-sector hospital to learn the functions of a hospital's outpatients department.Attained an enhanced understanding of effective communication skills by observing the professionalism of nurses and doctors within their conduct with different types of patients, varying in their temperament and situation.	Jul 2017 – Aug 2017

REFERENCES

Samantha Farrell (She/Her)
Sales Manager at IKEA Rhodes
samantha.farrell@ingka.ikea.com | +61 404 834 660
Kelly Chen (She/Her)
Assistant Team Leader at AEC Parramatta South
kelly.chen@aec.qov.au

Kay Woodhams (She/Her)
Careers Adviser, CAA NSW & ACT Professional Member
kay.woodhams@det.nsw.edu.au | +61 402 505 661