

Keith Ching

+61 415 376 087 | keithckh1995@gmail.com | <https://keith-ching-eportfolio.netlify.app/index.html>

SUMMARY

Emerging software engineer highly skilled in designing, implementing and installing software applications to complete developing an app or product. Keen to develop web applications in both frontend and backend or develop full-stack applications. Coding and unit testing. Conducting code analysis to provide efficient code.

EDUCATION

Bachelor of Commerce – Accounting & Finance University of New South Wales (UNSW)	Mar 2014 – Jun 2017
Diploma of Information Technology (Higher Education) Coder Academy	Aug 2021 – Feb 2022

EXPERIENCES

Customer Service Agent Hamber Services Pty Ltd	Aug 2019 – Nov 2020
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- Monitored customer transactions
- Analysed customer transactions data
- Worked as a team to facilitate customer queries
- Effectively replied to client emails and phone calls with excellent written and verbal skills
- Identified banking issues and reconciled bank accounts
- Prepared operation performance report
- Coached new colleagues and provided feedbacks

Family Business Member LEDeco	Jan 2018 – Aug 2019
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- Set up official websites
- Analysed customer's online behaviour
- Participated online marketing courses held by Google about how to start a new business online and related marketing strategies
- Answered customer queries via email, Facebook, Instagram, and phone

TECH SKILLS

Sydney Motor Service Centre (Group Project)

Frontend Git-hub repository: https://github.com/keithc07/full_stack_client

Backend Git-hub repository: https://github.com/keithc07/full_stack_server

Website: <https://sydney-motor-service-centre.netlify.app/>

- A full-stack app that automates the bookings for a car service business. ReactJS handle frontend and Ruby on Rails handle backend
- Features include JWT authentication, authorization with administrator account, sign-up/in/out account, booking system, calendar, and job details.

Gamehub (marketplace application)

Git-hub repository: <https://github.com/keithc07/Gamehub-marketplace>

Website: <https://gamehub-marketplace.herokuapp.com/listings>

- A Ruby on Rails application where users can create a post to sell second-hand games
- Features include search/sort panel, authorization, authentication, create account, and edit/delete account

TECH SKILLS

- **Programming Languages:** HTML, CSS, Ruby, JavaScript, ReactJS, NodeJS
- **Framework:** Ruby on Rails, Express
- **Database:** PostgreSQL
- **Cloud Service:** AWS S3
- **Software:** VScode
- **OS:** Windows, Linux
- **Deployment:** Netlify, Heroku

OTHER SKILLS

- **NSW full driver license**
- **Languages:** Cantonese, Mandarin, English, and Beginner of Japanese

REFEREES

Eddie Chan (Senior Supervisor)

Hamber Services Pty Ltd

Phone Number: +61 404 238 773

Kenny Ching (Family Business Member)

LEDeco

Phone Number: +61 424 246 746