

# Kent Hua

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## Education

### Monash University

*Expected Grad: Nov 2025*

- Degrees – Bachelor of Commerce (Finance) and Bachelor of Computer Science (Advanced Computer Science)

## Professional Experience

### SAP Engineer Intern

*Coles Group*

*July 2024 - Dec 2024*

- Developed and implemented custom SAP ABAP solutions around email notifications for failed transfers and short dumps, reducing manual intervention from an average of 30 to 10 interactions a day and enhancing real-time monitoring of system processes, leading to improved interface reliability and faster issue resolution.
- Developed a custom program to automate data filtering and reconciliation between legacy and new systems. The user-friendly interface enabled business analyst to visualise data mismatches and matches, reducing manual reconciliation time by 30% and improving accuracy to 100%. This allowed teams to focus on higher-value tasks.
- Automated Excel testing reports to integrate with Jira during critical testing phase, reducing daily time taken to create reports by 80%, assisting the business in visualising the testing trends for informed and quicker decisions.

### Inbound Customer Service Representative

*CPM Australia*

*Oct 2023 - Jun 2024*

- Assisted patients with scheduling appointments, answering inquiries about eye care services, and addressing concerns with empathy, ensuring a positive patient experience.
- Efficiently handled over 80 inbound calls daily, maintaining a calm and professional demeanour while resolving patient issues and coordinating with clinic staff.
- Consistently achieved top 3 rankings in KPIs and surpassed quality assurance expectations for most months, demonstrating a strong commitment to delivering exceptional service.

### Sales Representative

*Optus*

*Nov 2022 - June 2023*

- Consistently surpassed monthly sales targets by an average of 3%, leveraging customer feedback and skills acquired through targeted communication and sales workshops to drive results.
- Cultivated strong interpersonal, conflict resolution, and problem-solving skills as a sales consultant, adeptly addressing customer concerns and consistently ensuring high levels of satisfaction.
- Implemented a customer service strategy that boosted the store's Net Promoter Score (NPS) from 7 to 9 in one month, reflecting a marked improvement in customer experience.

## Projects

### OOP-Based Game Development | Monash University

*May 2024*

- Collaborated to develop a text-based "rogue-like" game in Java, contributing to the full software development lifecycle, from initial design to testing and debugging, and achieved a High Distinction (HD) for the project.
- Applied SOLID, DRY, and connasce design principles to ensure maintainable and scalable code, enhancing both functionality and readability.

## Skills & Interests

**Technical:** Python, Java, SQL, HTML, CSS, SAP ABAP, ABAP CDS Views, Excel, PowerPoint.

**Interests:** I have a passion for a variety of sports, including golf, bouldering and basketball, which keeps me active and challenged both mentally and physically.