

Kent Hua

officialkenthua@gmail.com | [LinkedIn - Kent Hua](#) | [Website Portfolio](#)

Education

Monash University

Expected Grad: Nov 2025

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

Professional Experience

Maths Tutor

Independent & Alchemy Tuition

August 2024 - Present

- Designed and delivered personalised mathematics lesson plans for over 5 students, improving average test scores by 15% within a semester through target instruction and adaptive teaching strategies.
- Prepared students for standardised exams, achieving an 80% success rate in meeting or exceeding their target scores by focusing on problem-solving techniques and tailored practice materials.
- Managed tutoring schedules and provided ongoing progress reports for 5+ clients, maintain a 75% client retention rate through consistent communication and measurable academic improvements.

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.
- Contributed to the successful go-live of critical system updates by promptly resolving 2 high-priority bugs, collaborating with cross-functional teams to patch issues quickly, enhancing system reliability and minimizing downtime.

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.

Projects

Website Development for Local Restaurant | https://github.com/kenthua888/gw_charcoalchicken

Dec 2025 - Present

- Developed a user-friendly, modern, and responsive website for a local restaurant, optimizing it for multiple devices (desktop, tablet, mobile) to ensure a seamless user experience with quick load times and easy menu management for the restaurant owners.
- Built a RESTful API backend using Express.js, Node.js, and PostgreSQL, enabling efficient data management and retrieval for menu items, pricing, and availability.
- Built a responsive and dynamic frontend with React, JavaScript, HTML, CSS, Bootstrap and styled-components, ensuring seamless navigation and a visually appealing user experience.

Skills

Technical: Python, Java, HTML5, CSS3, JavaScript, React, PostgreSQL, SQL, Bootstrap, PowerShell, GitHub/GitLab, SAP ABAP, ABAP CDS Views, Excel, PowerPoint.