

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

Website Development for Local Restaurant | Glen Waverley

Dec 2025 - Present

- Designing a modern and responsive website for a local business to establish their online presence, attract customers, and provide a user-friendly interface that aligns with customer expectations and business goals.
- Maintaining consistent communication with business owners to gather requirements, provide updates, and incorporate feedback, ensuring the final design meets business goals.
- Forecasted to increase customer engagement by 20-30% and improve Google reviews (from 4.5 to 4.8 stars) by providing easy access to menu photos, pricing details, and online ordering features.

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.