# Lawrence Shen

Ultimo, NSW 2007, Australia

+61 434 897 741 | lawrenceshen1213@gmail.com

Portfolio Website: https://lawrieshen.github.io/LS-Portfolio-App/

## Summary

Enthusiastic and driven Software Engineering and Project Management student with a passion for leveraging technology to enhance business value. I am driven by a passion for assisting organisations in harnessing the power of technology to realise true business benefits. I aim to facilitate intelligent process automation and explore other emerging technologies to help organisations optimise their organisational efficiency.

## Education

**Bachelor of Software Engineering Honours / Bachelor of Project Management**   2020 - 2025

*The University of Sydney*                                                                                   *Sydney, Australia*

- Honours Weighted Average Mark (*EIHWAM*): 79/100
- Relevant Coursework: Agile Project Management (High Distinction), Systems Analysis and Design, Data and Information Management, Information Technology Evaluation, Software Construction & Design

## Employment

**Junior Project Portfolio Analyst**                                                                 Jan 2023 - Jun 2023

*Hummingbird Solutions*                                                                                 *Sydney, Australia*

Hummingbird Solutions is an innovative Australian startup, brewing their unique IT solutions to help organisations manage portfolios and projects intelligently. My role as a junior project portfolio analyst is to understand clients' business requirements and to work with the development team to implement project management information systems in clients' environment.

- Facilitated the communication between the development team and clients by handling email correspondence and chairing facilitation meetings.
- Translated business requirements from clients into tickets and user stories artefacts for the development team.
- Configured the UI of project management information systems to meet the client's compliance requirements.
- Monitored project costs and progress against the schedule from the project management system.
- Developed system training materials and solution blueprints for onboarding clients.

**E-Commerce Intern (US Market)**                                                             Nov 2020 - Sep 2021

*BenQ Corporation*                                                                                           *Taipei, Taiwan*

BenQ Corporation, a renowned global consumer electronics company, underwent a transformation towards digitalization amid the pandemic. As an E-Commerce Intern, my mission was to play a supportive role in their digital transformation endeavours. This involved operating and optimising the newly established E-Commerce function within the US market.

- Troubleshot for customers using BenQ's new E-Commerce website to boost user adoption.
- Performed inbound marketing with Hubspot, liaising over 50 customers per day with a 95% customer satisfaction rate, working as a team.
- Utilised attention to detail to maintain over 1000+ marketing data entries per day in Excel.
- Presented executive summary with customer behavioural insights from Salesforce Service Cloud to adapt to senior-management level as the targeted audience.
- Operated BenQ E-Commerce Website with Magento.

# Key Projects & Activities

## Scope Review Research Project on Process Analysis in Healthcare

*Sydney, Australia*

*The Third Author*

Jul 2023 - Present

The aim of this study is to provide a comprehensive overview of the current state of progress and challenges related to the assessment of process quality, particularly with respect to evidence-based assessment (EAS) in the healthcare field. Its significance is to shed light on the impact measurement of emerging technologies adoption, particularly in the healthcare field. The paper is titled as "*Evidence-based process discovery for medical informatics research and translation: A systematic consideration towards quality of evidence.*" and is planning to be published at ICPM 2023 (5th International Conference on Process Mining).

- Screened eligible papers based on Abstracts from 850 research articles.
- Assessed full text based on selection criteria.
- Participated in the editing cycle with research supervisors and other research assistants collaboratively.

## AI Chatbot Application

*Self-Initiative*

*Inference API Application | Python, JavaScript, Websockets, Redis, Hugging Face*

Jul, 2023 - Present

This is a personal project serving as my extensive learning of constructing APIs using Python and FastAPI, crafting real-time systems through Redis, all within the context of AI implementation. While the GPT Model functionality is up and running, I'm currently dedicating my efforts to the ongoing development and debugging of the cache and short-term memory functions through Redis..

- Developed GPT Inference Model function successfully operated in command line interface.
- Area has being working on: Redis Cache function

## PwC Inter-Uni Case Competition 2022

*Sydney, Australia*

*Finalist*

Sep 2022 - Oct 2022

Presented JigglePay, a smart payment platform for Smart Cities, as a team. JigglePay combined a digital wallet, integrated government payment gateway, asset information integration, and a carbon footprint calculator. Utilising SAP HANA Cloud technologies, our platform enabled data processing, storage, and analysis. We also introduced a server architecture for enhanced security and proposed AccessibleJiggle, a senior- and disability-friendly version, in partnership with the Australia Be Connected Program for accessibility improvement.

- Proposed a Smart City Payment System solution to support the zero-carbon mission and sustainability as a team.
- Designed User Experience and User Interface with Figma.
- Introduced a hybrid physical-cloud server architecture to address data security issues.
- Strategized User Adoption Plan based on stakeholder analysis and risk analysis.

## JPMorgan Chase Software Engineering Virtual Experience Project

Virtual

*Stock Data Visualisation | React, Python*

Nov, 2021

- Developed a live perspective graph to visually display data feed, enabling traders to monitor stock price ratios and identify potential trading opportunities based on specified threshold bounds and alerts.

# Skills & Certifications

**Languages:** Native in Chinese Mandarin, Fluent in English, Vocational in Japanese

**Technical Skills:**

- *Programming*: Python, SQL, Java, JavaScript, HTML, CSS
- Software Development: TypeScript, React, Flask, FastAPI, Hugging Face, Redis, Gradle, JUnit, Jenkins, UML
- *Data Analytics*: Excel, PowerBI, Tableau, Gephi, SPSS, SPSS AMOS, R Studio
- *Portfolio and Project Management*: Microsoft Project, Atlassian Jira, Planview Portfolio
- *E-Commerce*: Salesforce Service Cloud, Hubspot, Adobe Magento
- *Domain Knowledge*: Business Acumen

**Certifications:** Scrum Master Certified (SMC)

***Interests:*** Travel Enthusiast, Tennis, Japanese Culture