

James La

Software Engineer

Aspiring Software Engineer providing technical support for retail systems around New Zealand. Creating user-friendly applications and undergoing technical courses to further improve my technical skills. Looking to take my next step towards my ideal career in software engineering.

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Wellington, New Zealand

Portfolio: james-la.me

linkedin.com/in/lajames

github.com/localbusdriver

Work Experience

Help Desk Operator

ECL Group Ltd

10/2024 - Present

- Provide frontline technical support for retail systems via phone and email, ensuring timely resolution within SLA standards.
- Troubleshoot and diagnose POS system issues remotely, coordinating with Level 2 support as needed
- Document all customer interactions and solutions in ticketing system to identify recurring issues and improve service delivery

INFO101 & COMP132 Tutor

Victoria University of Wellington

07/2024 - 11/2024

- Empowered 90+ students in INFO101 by delivering comprehensive tutoring on information systems, enhancing understanding of business operations, managerial decision-making, and organisational strategy.
- Cultivated programming proficiency in 20+ first-time coders by leading COMP132 sessions, teaching to process, transform, analyse, and present data effectively using industry-standard programming techniques.
- Structured lesson plans and incorporated hands-on activities and real-world scenarios.

Education

Victoria University of Wellington (VUW)

Bachelor of Science in Computer Science 2021 - 2024

NextWork - AWS

Progress on Github - [click here](#)

Personal Project

Lunch Order "Summariser" | O'Sushi

[link](#)

- This application was developed for O'Sushi, a local sushi restaurant in Wellington, New Zealand, that produces and delivers sushi to primary schools across the city.
- Developed a web application that automated O'Sushi's order processing, reducing manual calculation time and improving order accuracy
- Built a React application while actively collaborating with staff to optimize features, leading to improved operational efficiency.

Tech: React, JavaScript, Vite, Google Cloud Run (Hosting), TailwindCSS

Technical Skills

Languages

TypeScript, Javascript, HTML/CSS, Python, Java, C++,

Tools & Frameworks

Node.js, Next.js, Vite, Tailwind, AWS, GCP, Git, UE5, Godot 4, Blender

Languages

English | Korean

References

Available upon request