

JAMES LA

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SOFTWARE ENGINEER

A Computer Science Graduate from Victoria University of Wellington, with a passion for learning new technologies and grow and learn from experienced team members while drawing on project experience I have already successfully completed.

SKILLS

Backend

Python | Java | C++ | Node.js | Express.js |
OpenCV | Next.js | Vite

AI/ML

Pytorch | Sci-kit Learn | Tensor Flow

Soft Skills

Willingness to Learn | Decision-making | Teamwork | Problem Solving | Communication |
Attention to Detail

Front-end

React js | Javascript | TypeScript | HTML/CSS |
Bootstrap | Tailwind CSS

Other

AWS | Google Cloud Platform | Vercel | Bash |
Unreal Engine 5 | Godot 4 | Blender | Git | MVC

EDUCATION

BSc in Computer Science | Victoria University of Wellington 2021 - 2024

- **Notable Courses:** Introduction to Artificial Neural Networks, Machine Learning Tools/Techniques, Advanced Network Applications, Image-based Graphics

NextWork - AWS

- Online course to learn AWS through practical projects
- **Notable projects:** Host a Website on Amazon S3, Chatbot with Amazon Lex, Build a VPC
- Progress on Github - [link](#)

FreeCodeCamp.org - Certifications

- Certifications: [Responsive Web Design](#), [JavaScript Algorithms and Data Structures](#)
- Online course where I learnt HTML/CSS and JavaScript through guided projects

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.

- Empowered 50+ 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.
- Assessed and provided feedback on student assignments and projects to improve academic performance and practical skills.

PROJECTS

Lunch Order “Summariser” - [link](#) | O’Sushi

- O'Sushi received orders in a format that was challenging to read and time-consuming to process. This web application summarises and reformats the orders, making them more readable and eliminates the need for manual order calculations.
- Through developing this web application, I gained experience with languages and frameworks like JavaScript, React, and Vite. More importantly, I learned about the vital role of communication when presenting ideas and incorporating feedback from employees to refine and optimise applications, ultimately enhancing the company's operational efficiency.

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

CNN Image Classification

- Developed a Deep Convolutional Neural Network (CNN) using Python, PyTorch, and Scikit-learn to classify 4,500 images into 3 classes.
- Utilised data for model training, hyperparameter tuning, and application of pre-trained models for classification of unseen test data.
- Experimented with various loss functions and optimisation techniques to improve the CNN's performance.
- Gained insights into deep learning workflows, including data preprocessing techniques, model architecture design, and performance optimisation strategies for image classification tasks.

Tech: Python, Pytorch, Sci-Kit Learn, Tensor Flow

LANGUAGES

English | Korean

REFERENCES

Available upon request