James La

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SUMMARY

Recent Computer Science graduate from Victoria University of Wellington with hands-on experience in full-stack development and technical support. Skilled in React, TypeScript, and cloud technologies. Developed technical expertise with strong communication skills demonstrated through university tutoring and help desk support roles. Committed to delivering user-focused solutions that optimise workflows.

PROFESSIONAL EXPERIENCE

ECL Group   **Wellington, NZ**
Help Desk Operator   *November 2024 - Present*

- Delivered frontline technical support for retail systems, achieving a 75% resolution rate and ensuring compliance with SLA standards across over 1,500 customer interactions monthly.
- Diagnosed and troubleshot POS system issues, eftpos terminal issues and general computer system issues remotely, impacting more than 150 retail locations.
- Collaborated effectively with Level 2 support to resolve complex cases.
- Streamlined documentation processes in the ticketing system to capture all customer interactions.

Te Herenga Waka - Victoria University of Wellington   **Wellington, NZ**
COMP132 & INFO101 Tutor   *July 2024 - November 2024*

- Enhanced the understanding of business operations and information management strategy for over 90 students in INFO101.
- Facilitated programming skill development for more than 40 first-time coders during COMP132 sessions through targeted lessons on data processing and analysis techniques.
- Developed and implemented structured lesson plans incorporating hands-on activities, fostering practical application of concepts within real-world scenarios.

EDUCATION

Te Herenga Waka - Victoria University of Wellington   **Wellington, NZ**
Bachelor of Science (BSc), Major in Computer Science   *Graduation Date: December 2024*

PROJECT EXPERIENCE

O'Sushi (Miki's Sushi)   **Wellington, NZ**
Lunch Order Summariser - Link

- Streamlined order processing for O'Sushi by developing a web application that automated workflows, resulting in a 60% reduction in manual calculation time and order accuracy of 100%.
- Designed and implemented a dynamic Next.js (React/Typescript) application through close collaboration with restaurant staff, increasing overall operational efficiency by 15% while enabling a seamless integration of user feedback into feature enhancements.
- Collaborated with restaurant staff to design and implement key features, resulting in an enhanced operational efficiency that decreased order fulfillment times by 25% across 15 primary schools.

NextWork
Learning AWS through NextWork - Repo with projects

- Through Nextwork, I gained hands-on experience and knowledge of AWS services, enhancing my understanding of cloud computing and its practical applications.

SKILLS

Languages: TypeScript, Javascript, HTML/CSS, Python, Java, C++
Tools/Frameworks: React, Node.js, Next.js, Vite, Tailwind, AWS, GCP, Git, UE5, Godot 4, Blender

Additional Information

LINKS

- **Portfolio:** james-la.me
- **Github:** github.com/localbusdriver
- **Linkedin:** linkedin.com/in/lajames

OTHER

- **Languages:** English, Korean
- **Working rights:** New Zealand, Canada, Australia

REFERENCE

Contact details available upon request

- Hrshikesh Arora - *BNZ, Software Developer*
- Craig Anslow - *Victoria University of Wellington, Senior Lecturer*
- Jo Gregory - *ECL Group, Team Leader*