James La

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SUMMARY

Computer Science graduate from Victoria University of Wellington with experience as a Technical Consultant at Veovo, specialising in airport operational systems. Skilled in full-stack development using React, Typescript, and cloud technologies, with expertise in configuring bespoke mission-critical AOS (Airport Operational System) platforms and passenger flow management solutions for global airports. Demonstrated strong problem-solving and client communication skills through customer training, system implementations, and consulting. Committed to delivering user-focused solutions that optimise business operations and enhance client experiences.

PROFESSIONAL EXPERIENCE

Veovo   Auckland, NZ
Junior Technical Consultant   *June 2025 - Present*

- Supporting global airport clients through system configuration, customisation, and integration of AOS (Airport Operational System), resource management, revenue management, LiDAR technology and passenger flow optimisation solutions to enhance operational efficiency and revenue performance.
- Executed on-site product modifications and system configurations to align Veovo's platform and products with client-specific operational requirements.
- Provided customer support and training on mission-critical airport systems, including Flight Management/AOS platforms, queue management solutions, and revenue billing systems, while troubleshooting complex technical issues and implementing bug fixes to ensure seamless 24/7 airport operations for major international hubs.
- Performed CI/CD deployments to customer sites, delivering regular system updates across AOS and associated products to maintain version consistency and platform stability.

ECL Group   Wellington, NZ
Technical Support Representative   *November 2024 - May 2025*

- Delivered frontline technical support for retail systems, achieving a 75% resolution rate and ensuring compliance with SLA standards across over 400 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.

EDUCATION

Te Herenga Waka - Victoria University of Wellington   Wellington, NZ
Bachelor of Science (BSc), Major in Computer Science   *2021 - 2024*

SKILLS

Languages: C#, T-SQL, Typescript, Javascript, HTML/CSS, Python, Java
Tools/Frameworks/Environments: Windows Server, MS-SQL, .NET, React, Node.js, Next.js, Tailwind, AWS, GCP, Git

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