

# MILO YANG

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Sydney, Australia | [LinkedIn](#) | [Portfolio](#) | [GitHub](#)

An organised, detail-oriented, and dedicated individual recently completed the Full Stack Coding Bootcamp, and with good organisational skills developed in a variety of deadline oriented situations. Fluent in English and Mandarin with excellent communication and interpersonal skills, who is able to strategize and prioritise effectively to accomplish multiple tasks, and now seeking to broaden my experience and skills within the Information Technology industry.

## TECHNICAL SKILLS

**Programming Languages & Frameworks:** HTML, CSS, JavaScript, React, MongoDB, GraphQL, Node.js, Express, MySQL, MERN, Stack

**Tools & Technologies:** GitHub, Microsoft Office Suite (including Excel), Adobe Premiere Pro, Adobe Lightroom

**Soft Skills:** Active Listening, Problem Solving, Interpersonal Communication, Analytical Thinking, Client Servicing, Organization Skills, Team Work, Customer Support, Adaptability and Flexibility, Employee Training

## PROJECTS

**Queue-Smart** | [Queue-Smart](#) | [Live Demo](#)

- Summary: A full stack React application to revamp restaurant and cafe dining with our QR queue system for seamless efficiency
- Role: Sole author
- Tools: HTML, CSS, JavaScript, React, MERN, Stack, Chakra UI, GraphQL, MongoDB

**Park With Access** | [Park With Access](#) | [Live Demo](#)

- Summary: A simple parking finder app to help users find parking facilities nearby
- Role: Team Leader
- Tools: JavaScript, jQuery, API, TailWind. Google API

**DIY Buddy** | [DIY Buddy](#) | [Live Demo](#)

- Summary: A full stack DIY project planner app
- Role: Project Manager
- Tools: HTML, CSS, JavaScript, TailWind, MySQL, Sequelize, Express, Node

## WORK EXPERIENCE

**Community Moderator** (2016 – Current)  
**Flatmates.com.au/REA Group** Australia (Remote Casual)

- Moderate website activities and resolve member inquiries via emails and messages, maintaining a positive user experience.
- Collaborate with the Marketing/Product Manager and Developer Team to address site-related issues and implement enhancements.
- Conduct research on flat-share related online media, staying informed about industry trends and user preferences.

**Customer Service Representative** (2024 – Current)  
**SBS** Sydney, Australia (Remote Casual)

- Using Zendesk to answer all customer's enquiries regarding SBS On Demand.
- Collaborate with the SBS On Demand Digital, Content and Product Team to stay up to date with the latest technical updates and user experience reports.

**Content Operations Executive** (2018 – 2023)  
**Banijay Rights** Sydney, Australia (Full Time)

- Cultivated and maintained strong client relationships, serving as the primary point of contact for key accounts.
- Advised Sales Vice Presidents on content availability, cost, and delivery timelines to support strategic decision-making.
- Coordinated with third-party suppliers to ensure timely delivery of content, contributing to increased client satisfaction.

**Sales Operations Coordinator** (2017 – 2018)  
**SBS** Sydney, Australia (Full Time)

- Managed the scheduling and distribution of television advertising content, maximising revenue opportunities and supporting the national sales team.
- Assisted with strategic planning of TV advertisement spots, ensuring alignment with organisational objectives and client requirements.
- Responsible for campaigns during the 2017 and 2018 Eurovision and Tour de France, coordinating advertising placements across multiple channels.

## EDUCATION

**Certificate, Full Stack Web Development** (2023 – 2024)  
University of Sydney Boot Camp – Sydney, Australia (Remote)

**Certificate IV in Screen and Media** (2016 – 2017)  
Northern Sydney Institute – Sydney, Australia

**Bachelor of Biomedical Science** (2011 – 2015)  
University of Technology, Sydney – Sydney, Australia