ZIRONG LUO

Software Engineer

Port Elizabeth

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PROFILE

Dynamic and motivated individual currently pursuing a Bachelor's degree in Software Engineering, with hands-on experience gained through practical academic projects as a 3rd-year student at Belgium Campus. Proficient in core software development principles and methodologies, with a strong interest in web technologies, and AI-inspired solutions. Actively involved in collaborative and innovative project work, demonstrating strong problem-solving skills and a commitment to quality. Eager to apply academic knowledge in a professional setting and dedicated to continuous learning and growth within the technology sector.

EMPLOYMENT HISTORY

❖ Technical & Operations Assistant, Friendhouse   Jan 2020 — Present
Durban

- Supported technical operations through effective troubleshooting and issue resolution, enhancing system functionality.
- Collaborated with development teams to implement software solutions, ensuring alignment with project requirements.
- Assisted in testing and validating software applications, contributing to quality assurance initiatives.
- Engaged in documentation of processes and technical specifications, facilitating knowledge sharing.
- Streamlined operational workflows, improving efficiency and productivity across projects.

❖ Technical & Inventory Assistant, Foojiu   Jan 2023 — Present
Port Elizabeth

- Maintained and updated POS systems and printers, ensuring smooth day-to-day business operations.
- Provided troubleshooting for technical hardware, reducing downtime and increasing operational efficiency.
- Assisted with stock management and inventory updates, gaining insight into retail operations and workflow prioritization.
- Set up and monitored surveillance camera systems to improve security and store oversight.
- **Learned** to work under pressure during peak business hours and **developed** strong multitasking and hardware support skills.

❖ Operations & IT Support, Fong Menn   Feb 2021 — Nov 2021
Johannesburg

- Diagnosed and resolved recurring POS and network issues, supporting consistent transaction flow.
- Assisted in the setup and calibration of printer systems for receipts, orders, and inventory.
- Managed hardware maintenance tasks, reducing technical disruptions across key business functions.
- Supported basic operational duties alongside tech-related tasks.

❖ General Assistant, Feng Yi   Jul 2019 — Dec 2022
Johannesburg

- Handled installation and maintenance of camera.
- Conducted software and firmware updates for printers and terminals, ensuring optimal performance.
- Participated in stock tracking and restocking.
- **Learned** how to document technical issues for repeat prevention and **developed** stronger communication and troubleshooting skills with vendors and staff.

EDUCATION

❖ Belgium Campus .... Jan 2023 — Present

Software Engineering

SKILLS

Software Development	Testing Methodologies ....
TypeScript	Python ....
Problem Solving	C# ....
Team Collaboration	Java ....
Software Design	

LANGUAGES

English .... *Native speaker*	Mandarin .... *Native speaker*
Afrikaaans .... *Working knowledge*	Cantonese .... *Native speaker*