Otto Hellwig

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Education

Queensland University of Technology, *Bachelor of Information Technology (Computer Science)*   Feb 2022 – Nov 2024
- Activities: Code Network, White Hats, QUT Peer Program.
- Current GPA: 5.8/7

Experience

IT Support and Helpdesk, *smartienet*   Sep 2023 – Present
- Proficiently troubleshoot problems as Level 2 support utilising Microsoft 365, Azure and TeamViewer to ensure effective user assistance.
- Efficiently establish backup systems and migrate 6 organisations to the cloud.

Peer Learning Facilitator,   Jul 2023 – Present
Queensland University of Technology
- Mentor and assist students by supporting understanding of IT and mathematics.
- Support QUT Student Success Group as Executive Member, providing feedback and suggestions to Peer Advisors and Lead.

Labourer, *AWX: Workforce Management*   Dec 2021 – Oct 2023
- Perform various tasks including pick packing, RF scanning and using EPJ.

Factory Worker, *NEST Labour*   Sep 2021 – Dec 2021
- Grade and pack season fruit for Fresh Produce Group Rocklea.

Sales Representative, *Surge Direct*   Jun 2021 – Aug 2021
- Successfully close 36 deals, driving $1,530 in monthly recurring revenue (MMR).

Laundry Assistant, *Sunfresh Linen*   Nov 2020 – Feb 2021
- Operate industrial laundry vacuum and ensure conveyor belt KPIs for loads are above 103%.

Crew Member, *McDonald's*   Jan 2020 – Nov 2020
- Handle the register and provide exceptional customer service.

Projects

Eventside ⬈
- Created full stack music event web app using Flask, SQLite, SQLAlchemy and jQuery.
- Worked in scrum team using agile methodology with Git for version control and Jira for project management.

IMDb Clone ⬈
- Developed a movie database web app with using React and Express, implemented AG inf. scrolling and JWT verification.
- Extended backend and created new endpoints with Node, MySQL and Insomnia.

Cartesian Pathfinder ⬈
- Built a pathfinder in Python that solves the travelling salesman problem (TSP) by finding the shortest distance between nodes in a graph using heuristics.

Skills

Languages
JavaScript, HTML, CSS, Python, C#

Technologies
React.js, Node.js, Express.js, Flask, Bootstrap, SQLite, MySQL, Jupyter