Raymond Yang

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Education

University of Auckland   Jul. 2023 – Nov. 2025
Bachelor of Science in Computer Science

University of Auckland   Jul. 2022 – Jun. 2023
Postgraduate Certificate in Information Technology

Massey University   Feb. 2019 – Nov. 2021
Bachelor of Business in Marketing & Organisational Technology Management

Experience

Service Desk Analyst   May. 2022 – Jul. 2023
IAG
- Demonstrated superior call management and customer handling skills, and undertaking proactive measures to continuously improve skills
- Contributed to streamlining operations and improving service delivery by identifying and implementing process improvements through updating and creation of knowledge base documentation

Personal Insurance Consultant   Nov. 2021 – Apr. 2022
IAG
- Interacted with customers through inbound calls, actively assessing their requirements and proposing personalised solutions to enhance their experience

Technical SEO Intern   Nov. 2021 – Apr. 2022
Pure SEO
- Conducted comprehensive keyword analysis for SEO audits to identify and resolve issues affecting search rankings

Technology Team Member   Nov. 2017 – Oct. 2021
Warehouse Stationery
- Addressed customer needs and resolved problems through articulated and empathetic communication, ensuring a focus on customer service and achieving high satisfaction levels

Projects

The Art Thief | Svelte, Express.js, Stability.ai API   GitHub Repo
- Achieved 1st place as a team of 6 at WDCC x SESA Hackathon
- Created a web-based game within a 24-hour timeframe that involves crafting replicas of renowned historical masterpieces from simple line sketches and text prompts, utilising Stability.ai's Stable Diffusion API

raymondyang.io | React, TypeScript, Next.js, Tailwind CSS   GitHub Repo
- Built a responsive and mobile-friendly personal portfolio website using React, Next.js and Tailwind CSS

Bulls and Cows | Java   GitHub Repo
- Developed a console-based code-cracking game, incorporating object-oriented principles and code reuse techniques, and a Hard AI that implemented a minimax algorithm.

Extracurricular

Full Stack Developer   Mar. 2024 – Present
Web Development & Consulting Club (WDCC)
- Developed a progressive web app to enhance incident reporting procedures for Community Patrol New Zealand, employing the MERN stack within a team of 11 developers and designers, while following Agile methodologies

Education Executive   Dec. 2023 – Present
Web Development & Consulting Club (WDCC)
- Organised technical and career-related events for New Zealand's largest student-led technology club

Technical Skills

Languages: Python, JavaScript, Java, TypeScript, SQL
Frameworks/Libraries: React, Node.js, Next.js, Express.js, Tailwind CSS
Developer Tools: Git, macOS