Raymond Yang

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in raymondyangdev

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EDUCATION

University of Auckland (Jul 2023 - Nov 2025)
Bachelor of Science,
Computer Science

Activities and societies: Web Development & Consulting Club, Developers Society

University of Auckland (Jul 2022 - Jun 2023)
Postgraduate Certificate,
Information Technology
9.0 GPA

Massey University (Feb 2019 - Nov 2021)
Bachelor of Business,
Marketing & Organisational
Technology Management
7.375 GPA

SKILLS

Languages

`JavaScript` `TypeScript` `Java`

`Python` `SQLite` `HTML/CSS`

Frameworks/Libraries

`React` `Next.js` `Node.js`

`Express.js` `Tailwind CSS`

`Bootstrap`

Developer Tools

`Git` `macOS` `iTerm2`

AWARDS

1st Place - Team :) (Aug 2023)
WDCC x SESA Hackathon

Top Student
Massey University

For academic excellence, as the Top Student in 156.334 - Marketing Consultancy Project during Semester 2, 2021.

Scholar Award
Massey University

The Massey University Scholar Awards acknowledge the achievement of the University's top 5% of undergraduate students.

Dean's List
Massey University

For excellence in academic achievement in the academic year during:

- 2019
- 2020
- 2021

INTERESTS

Photography   Videography

Reading   Cooking

Powerlifting

Currently, a computer science student at University of Auckland and an aspiring software engineer with a strong interest in web development. Passionate about leveraging technology to create solutions that can make a positive impact on people's lives. Highly motivated, adaptable, and committed to continuous learning. Excited to contribute to a team dedicated to building solutions that make a difference.

WORK EXPERIENCE

IAG (May 2022 - Jul 2023)
Analyst I, Service Desk

- Resolved incidents and service requests promptly and effectively using ServiceNow
- Demonstrated superior call management and customer handling skills, identifying opportunities for growth and undertaking proactive measures to continuously improve expertise
- Contributed to streamlining operations and improving service delivery by identifying and implementing process improvements
- Implemented a passphrase generator for service desk consultants, facilitating the creation of robust passwords for users
- Developed an app that enhanced the ticket logging experience in the live chat portal, equipping service desk consultants with a user-friendly and efficient solution

IAG (Nov 2021 - May 2022)
Personal Insurance Consultant

- Interacted with customers through inbound calls, actively assessing their requirements and proposing personalised solutions to enhance their experience
- Specialised in Motor, Home, and Contents insurance offerings, demonstrating in-depth product knowledge to customers
- Maintained up-to-date knowledge of risk and compliance requirements, ensuring accurate information for customers
- Coordinated with the Underwriting team to identify best solutions for customers' personal needs

Pure SEO (Jul 2021 - Oct 2021)
SEO Analyst Intern

- Conducted comprehensive keyword research and analysis
- Participated in technical SEO audits to identify and resolve on-site issues affecting search engine rankings

Warehouse Stationery (Oct 2017 - Oct 2021)
Technology Team Member

- Addressed customer needs and resolved problems through articulated and empathetic communication, ensuring a focus on customer service and achieving high satisfaction levels
- Engaged with customers to understand their technology needs, offering personalised guidance and recommendations to assist them in choosing suitable product
- Provided post-sales support to customers, addressing any concerns, troubleshooting technical issues, and guiding them through the setup and usage of purchased technology products

PROJECTS

raymondyang.io
React, TypeScript, Tailwind CSS, Next.js

- Built a responsive and user-friendly personal portfolio website using React, Next.js and Tailwind CSS
- Deployed and hosted on Cloudflare Pages

🔗 **github.com/raymondyangdev/raymondyang.io**

The Art Thief
Svelte, Express.js, Stability.ai API

- 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

🔗 **github.com/raymondyangdev/the-art-thief-wdccxsesa**

Bulls and Cows
Java

- Developed a console-based code-cracking game, incorporating object-oriented principles and code reuse techniques
- Created an AI opponent offering three difficulty levels, including a Hard AI that employed a minimax algorithm.

🔗 **github.com/raymondyangdev/bulls-and-cows**

REFERENCES

Melissa Davidson
Lead, Service Desk

Kirti Patel
Manager, Service Desk