

# Raymond Yang

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## Education

### University of Auckland

Jul. 2023 – Nov. 2025

Bachelor of Science in Computer Science

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

### 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

### Analyst I, Service Desk

May. 2022 – Jul. 2023

IAG

- 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

### 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
- 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

### 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
- 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

## Recent Projects

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

[GitHub Repo](#)

- Built a responsive and user-friendly personal portfolio website using React, Next.js and Tailwind CSS

**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

**Bulls and Cows** | Java

[GitHub Repo](#)

- 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.

## Technical Skills

**Languages:** Java, JavaScript, TypeScript, Python, SQLite, HTML/CSS

**Frameworks/Libraries:** React, Node.js, Next.js Express.js, Tailwind CSS, Bootstrap

**Developer Tools:** Git, VS Code, IntelliJ, PyCharm, macOS