

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

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

Education Executive

Dec. 2023 – Present

Web Development & Consulting Club (WDCC)

- Volunteering my time to assist with organising WDCC's technical and career-related events for New Zealand's largest student-led technology club

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
- 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

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
- 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: Python, Java, JavaScript, TypeScript, SQL

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

Developer Tools: Git, macOS