

# Raymond Yang

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## Education

<b>University of Auckland</b> Bachelor of Science in Computer Science	Jul. 2023 – Nov. 2025
<b>University of Auckland</b> Postgraduate Certificate in Information Technology	Jul. 2022 – Jun. 2023
<b>Massey University</b> Bachelor of Business in Marketing & Organisational Technology Management	Feb. 2019 – Nov. 2021

## Experience

<b>Service Desk Analyst</b> IAG	May. 2022 – Jul. 2023
<ul style="list-style-type: none"><li>Demonstrated superior call management and customer handling skills, and undertaking proactive measures to continuously improve skills</li><li>Contributed to streamlining operations and improving service delivery by identifying and implementing process improvements through updating and creation of knowledge base documentation</li></ul>	
<b>Personal Insurance Consultant</b> IAG	Nov. 2021 – Apr. 2022
<ul style="list-style-type: none"><li>Interacted with customers through inbound calls, actively assessing their requirements and proposing personalised solutions to enhance their experience</li></ul>	
<b>Technical SEO Intern</b> Pure SEO	Jul. 2021 – Oct. 2021
<ul style="list-style-type: none"><li>Conducted comprehensive keyword analysis for SEO audits to identify and resolve issues affecting search rankings</li></ul>	
<b>Technology Team Member</b> Warehouse Stationery	Nov. 2017 – Oct. 2021
<ul style="list-style-type: none"><li>Addressed customer needs and resolved problems through articulated and empathetic communication, ensuring a focus on customer service and achieving high satisfaction levels</li></ul>	

## Projects

<b>The Art Thief</b>   Svelte, Express.js, Stability.ai API	<a href="#">GitHub Repo</a>
<ul style="list-style-type: none"><li>Achieved 1st place as a team of 6 at WDCC x SESA Hackathon</li><li>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</li></ul>	
<b>raymondyang.io</b>   React, TypeScript, Next.js, Tailwind CSS	<a href="#">GitHub Repo</a>
<ul style="list-style-type: none"><li>Built a responsive and mobile-friendly personal portfolio website using React, Next.js and Tailwind CSS</li></ul>	
<b>Bulls and Cows</b>   Java	<a href="#">GitHub Repo</a>
<ul style="list-style-type: none"><li>Developed a console-based code-cracking game, incorporating object-oriented principles and code reuse techniques, and a Hard AI that implemented a minimax algorithm.</li></ul>	

## Extracurricular

<b>Full Stack Developer</b> Web Development & Consulting Club (WDCC)	Mar. 2024 – Present
<ul style="list-style-type: none"><li>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</li></ul>	
<b>Education Executive</b> Web Development & Consulting Club (WDCC)	Dec. 2023 – Present
<ul style="list-style-type: none"><li>Organised technical and career-related events for New Zealand's largest student-led technology club</li></ul>	

## Technical Skills

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