

Alex Wu

Mobile: 07453899177 | awu2509@gmail.com | [LinkedIn](#) | [Website](#) | [GitHub](#) | London, UK | UK Citizen | Drivers License

Personal Statement

A recent Computer Science graduate with a strong academic background, including a 2:1 honours degree from Oxford Brookes University. Currently searching for a new tech role, with a commitment to furthering my career in the software/IT industry. Aspire to assume a role which allows my skills to be utilised in an impactful and self-fulfilling way. I am a quick learner, flexible, and open to learning new skills, whether that be a different tech stack or different methodologies. I am especially interested in emerging technologies, namely VR and AR.

Work Experience

Zuhlke – London.

Oct 2021 – Present

Software Support Analyst

- Monitoring and creating checks to identify outstanding and erroneous data.
- Working within a team to create efficient solutions.
- Creating batch scripts in CMD and PowerShell to execute tasks.
- Managing monthly processes such as a bill run that creates, calculates, and distributes invoices for customers.
- Planning and executing well-researched action plans to secure seasonal, important resources in the most efficient and effective manner.
- Automating large-scale updates.

Atom – Remote.

Jun 2021 – Aug 2021

Online Tutor

- Tutoring various subjects from Y5 to A-level, including English language/Literature, Maths, Science, and Geography to school and private students.
- Utilised the platform's resources, as well as my own resources to provide excellent, engaging lessons to pupils. Set weekly homework to ensure personal targets were met.
- Maintaining good communication with parents to ensure they were updated on their child's progress.

miHoYo Co., Ltd. - Remote.

Apr 2020 – May 2021

LQA Tester and Customer Service Representative

- Finding in game bugs, grammar errors, UI errors, and reporting this information to the localization team to be corrected in the next update(s).
- Providing exceptional customer service experiences to players by handling queries in a timely, positive, and professional manner.
- Investigate and follow up on player inquiries and responding in the most efficient and appropriate way possible.
- Educate players about game-related issues and resolve other technical/non-technical inquiries.
- Assisting various other teams and their departments with their projects.

Take1 Transcription - Remote.

Jul 2019 – Mar 2020

Freelance Transcriber

- Familiar with various job skills, including VET, UVT, BMT. Working to tight deadlines and ensuring high accuracy (excellent spelling and grammar skills), timecoding, catering to unique job specifications, using transcription software, dealing with interviews, GV, actuality.

MyTutor – Remote.

Jan 2019 – Aug 2019

Freelance Online Tutor

- Tutored 1-on-1 as well as groups of 3 students mainly on Maths and Computer Science.
- Accumulated ~300 lessons taught with an average rating of 5/5 with majorly positive testimonials over a period of a few months.

Zhong Hua UK Ltd. – Scunthorpe, UK.

Jan 2011 – Jul 2018

Front-of-house staff & Kitchen staff

- Responsible for handling money, including calculating revenue and costs.
- Customer service skills (e.g., answering phone calls and menu queries from customers)
- Utilisation of strong memory and PC skills (>100WPM) to efficiently type out and send orders to the kitchen.
- Made the order system more efficient by altering hardware and software to allow orders to become automated (1 receipt counter-side, 1 receipt kitchen-side)
- Created the online website where orders and payments are processed. Carrying out constant maintenance of the website, including frontend and backend.
- Responsible for training new employees (bar staff and kitchen staff about regulations, staff culture, customer service principles, etc.)
- Flexibility; entrusted with additional roles, such as: taking orders, cooking, and packing dishes for takeout.

Other Experience

- Actively engaged in 8-member community projects requiring high commitment, persistence, teamwork, and communication skills. Each of the members is equipped with best-in-class support. Mostly worked with makeshift teams and so had to adjust to different positions at short notice, learned how to be very flexible.
- Quick decision making based on verified information shared by experts of the field and thorough analysis of current situation.
- Interviewed several candidates for a team, analysing their capabilities and synergy with the existing team. Experience in team performance management based on fair KPI and data and executing any necessary exercise in a fair and tactful manner to maintain a high-performing team that can deliver effectively and efficiently.
- Lead fellow team members to success through several hours of training and teamwork.
- Organized meeting dates and times.

Projects

- **Portfolio @:** <https://www.ssr4vens.dev>

Education

Bachelor of Science, Computer Science, 2:1

Oxford Brookes University - Oxford, UK

- Courses: *Data Structures & Algorithms, Java OOP, Web Applications, Game Development, Cloud Computing & IoT, AI, OS*
- Activities: *Member of the Computing Society, Board Games Society, Anime Society, and Gaming Society*

Programming: Java, Python, C#, PostgreSQL.

Other Tech: Git, PowerShell, Microsoft Office, Heroku, ReactJS, Angular, HTML, CSS, Bootstrap, nodeJS, numpy, pygame, pandas

Interests: Gaming, Badminton, Coding, Virtual Reality, AI, Fintech, Crypto, Blockchain

Languages: English (Native), Cantonese (Fluent), Mandarin (Conversational)