THOMAS DIZON

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Sydney, NSW, Australia

OBJECTIVE

Physics and Computer Science student with a strong background in problem-solving and research. Experienced in leadership through coordination of tech events and skilled in communication and teamwork from over two years in customer service roles. Excited to learn and apply technical & interpersonal skills in an internship at Microsoft.

EDUCATION

- **University of Sydney** *Jan 2021 - Dec 2025*
Bachelor of Science / Advanced Studies (Advanced), Major in Physics and Computer Science

EXPERIENCE

- **Qantas** *Jul 2024 - Present*
Customer Service Agent
  - **Responsibilities:** Facilitating seamless customer experiences by managing check-ins, resolving ticketing issues, and providing flight assistance, demonstrating strong problem-solving skills and attention to detail.
  - **Skills:** Customer Service, Communication, Time management, Leadership, Accredited knowledge of airline operation and products, Adaptability, Attention to detail, High performance under pressure, and more.

- **Commonwealth Bank** *Feb 2022 - Oct 2023*
Customer Care Specialist
  - **Responsibilities:** Resolving general banking enquiries, managing sensitive customer information, detecting scams & fraud, assisting vulnerable customers, identifying and mitigating risk, and more.
  - **Skills:** Real-time problem solving, Risk management, Empathy, Communication, Customer service, Accredited knowledge of financial products and banking services, Leadership, Managing bank accounts and information

My 2+ years in customer service have sharpened my communication and problem-solving skills and given me valuable insights into diverse user needs, which will help me design more intuitive and inclusive software solutions.

LEADERSHIP

- **Sydney Computing Society** *Mar 2023 - Sep 2024*
Technology Events Director
  - **Responsibilities:** Planning, managing, and delivering tech-related events including Tech Talks, Workshops, Programming Competitions, Hackathons and Crash Courses.
  - **Skills:** Event Management, Communication, Leadership, Collaboration, Public Speaking, Organisation, Community Service, Taking initiative

Under my leadership, we ran 40+ events with 2000+ students in total, including SYNCS Hack 2024 boasting $7000 in prizes and 250+ participants! I also led a Quantum Panel including researchers from USYD, who I know Microsoft is involved with. See @syncsusyd for information!

NOTABLE PROJECTS

- **Developing a full-stack device and network monitoring tool** *Jul 2024 - Present*
Tools: Django, Swift, Tailwind CSS, React, Github, PostgreSQL
  - Developed a macOS app in Swift which reports device information to a Django API regularly
  - Developed a centralised dashboard front-end in React, styled with Tailwind to intuitively summarise data collected from macOS devices

- **Developing a P2P File-Transfer program in C** *Jan 2024 - Jul 2024*
Tools: gcc, gdb, Makefiles, git, bash,
  - Applied ideas in parallel programming to facilitate decentralised file transfer between devices
  - Implemented Merkle Trees and hashing algorithms to ensure secure and efficient data transfer

- **Simulating Molecular Spectra w/ Quantum Computers** *Jan 2023 - Jul 2023*
Tools: Qiskit, Jupyter Notebook, IBM Quantum
  - Wrote Qiskit scripts to simulate the spectrum of Hydrogen, Lithium and Methane using the VQE algorithm partnered with classical statistical techniques
  - Performed secondary research on existing Quantum Algorithms and the capabilities of NISQ era Quantum Devices

SKILLS

- **Programming Languages:** Python, Java, C, C#, Julia, R, Matlab
- **Web Development:** HTML, CSS, JavaScript, React, Tailwind
- **DS&A:** Experienced with problem-solving, coding challenges, and algorithm optimization.
- **Other:** Docker, Azure, TDD, RESTful API's, SQL, NoSQL, Unit Testing, LaTex, High level math, Qiskit

ADDITIONAL INFORMATION

Interests: Quantum Computing, Web Development, Travelling, Public Speaking
Relevant Coursework: Data Structures & Algorithms, Systems Programming, Object Oriented Programming, Algorithm Design, Discrete Optimisation, Introduction to Programming