

# Zheng Chean Chia

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## CAREER PROFILE

Final-year ICT student with strong work ethic and adaptability. Experienced in software development, user experience testing, and customer service. Proficient in various programming languages and Microsoft Office. Fluent in English, Mandarin, Cantonese, Malay, and Hokkien. Seeking an internship to enhance technical and innovative skills in a forward-thinking company.

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## EDUCATION

- Bachelor of Information and Communication Technology** **2023 - Current (Final Year)**  
**Major:** Information and Technology *Swinburne University of Technology (Hawthorn)*  
**Minor:**
    - Management Information Systems
    - Advertising Technologies**Key Study Areas**
    - Advanced Web development (HTML, CSS, JavaScript, pHp etc.)
    - Network administration (Cisco)
    - Data Management and Analytics (Microsoft Access)
    - Knowledge Management and Analytics
    - Cyber Security for Business
    - ICT Project Management
    - Business Process Analysis
    - Digital Business Analysis and Design
    - Advertising Technology
  - Bachelor of Information and Technology (Hons)** **2021 - 2022 (Transferred)**  
**Major:** Business Intelligence and Analytics *Taylor's University (Kuala Lumpur, Malaysia)*  
**Minor:** Management **CGPA:** 3.8/4.0  
**Key Study Areas**
    - Systems Integration and Architecture
    - Web Development Technologies (HTML, HTML 5, CSS, JavaScript)
    - Mathematics and Statistics
    - System administration (Linux)
    - Object Oriented Programming (OOP; Java)
    - Social Innovation Project
    - Team Dynamics and Relationship Management
    - Entrepreneurialism
    - Data structures and Algorithms
    - Database Systems (SQL)
    - IT Fundamentals (Amazon: AWS)
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## STRENGTHS:

- Bilingual (Eng, Mandarin, Cantonese, Malay, Hokkien)
- Programming: Java, Python, C++, HTML, CSS, pHp, SQL Database
- Cisco networking, Microsoft Office: Access, Power BI etc.
- ICT Project Management & Advertising Technologies

## WORK EXPERIENCE

### • Netizen Testing

2022 - Now

Website tester (freelance)

Malaysia (Remote)

- Responsible for evaluating website demos, focusing on usability and user experience.
- Tasked with identifying and reporting bugs for prompt resolution.
- Assessing the user interface for intuitive design and ease of navigation.
- Critiquing visual elements for aesthetic and functional appeal.

### • User brain

2023 - Now

Mobile application tester (freelance)

Malaysia (Remote)

- Conducting thorough functionality tests on mobile applications.
- Verifying app usability to ensure user-friendly experiences.
- Evaluating user interface and design across different mobile devices.
- Identifying and documenting bugs and issues within the app.
- Collaborating with developers to refine app performance before release.

### • Chatime

2023 - Now

T - Rista

Chadstone, VIC

- Handle transactions, process payments, provide receipts.
- Craft and prepare beverages with consistency.
- Serve drinks, address inquiries, ensure a positive experience.
- Open/close the store, maintain cleanliness, and organisation.

### • Sunglass Hut

2023 - 2024

Sales associate

Chadstone, VIC

- Engage in effective communication with customers.
- Promote sunglasses to customers through upselling and cross-selling techniques.
- Learn and have knowledge of all sunglasses across various brands in the store.
- Open/close the store, maintain cleanliness, and organisation.

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## UNIVERSITY PROJECTS

### ICT Design and Innovation Project

Bachelor of Information and Communication Technology

### Data Visualization

Bachelor of Information and Communication Technology

### ICT Inquiry Project (AWS)

Bachelor of Information and Communication Technology

### ICT Project A (Cybersecurity for Aged Care Management System) [Website Link](#)

Bachelor of Information and Communication Technology

### Technology in an Indigenous Context Project

Bachelor of Information and Communication Technology

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## PERSONAL DEVELOPMENT

- Responsible Alcohol Service
- Salesforce Beginner Workshop
- AWS Cloud Practitioner Certificate

2023

2022

2021