

# Raymond Yang

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## Education

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**University of Auckland** Jul. 2023 – Nov. 2025  
Bachelor of Science in Computer Science

- GPA: 8.0/9.0

**University of Auckland** Jul. 2022 – Jun. 2023  
Postgraduate Certificate in Information Technology

- GPA: 9.0/9.0

**Massey University** Feb. 2019 – Nov. 2021  
Bachelor of Business in Marketing & Organisational Technology Management

- GPA: 7.4/9.0, **Scholar Award** (Top 5% of Cohort), **Dean's List Award** in 2019, 2020, 2021

## Experience

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**Service Desk Analyst** May. 2022 – Jul. 2023  
IAG

- Demonstrated superior call management and customer handling skills, and undertaking proactive measures to continuously improve skills by achieving a FOFC rate of 85%
- Contributed to streamlining operations and improving service delivery by identifying and implementing process improvements through updating and creation of over 10 knowledge base articles

**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

**Technical SEO Intern** Jul. 2021 – Oct. 2021  
Pure SEO

- Conducted comprehensive keyword analysis for SEO audits to identify and resolve issues affecting search rankings

**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

## Projects

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**The Art Thief** | Svelte, Express.js, Stability.ai API [GitHub Repo](#)

- Achieved 1st place as a team of 6 at WDCC x SESA Hackathon. Built and presented 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**

**raymondyang.io** | React, TypeScript, Next.js, Tailwind CSS [GitHub Repo](#)

- Built a responsive and mobile-friendly personal portfolio website using **React**, **Next.js** and **Tailwind CSS**

**Bulls and Cows** | Java [GitHub Repo](#)

- Developed a console-based code-cracking game, incorporating object-oriented principles and code reuse techniques, and a Hard AI that implemented a minimax algorithm.

## Extracurricular

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**Full Stack Developer** Mar. 2024 – Present

Web Development & Consulting Club (WDCC) [GitHub Repo](#)

- Developed a progressive web app to enhance incident reporting procedures for Community Patrol New Zealand, within a team of 11 developers and designers utilising **React**, **Node**, **Express**, **Supabase**, **PostgreSQL**, and **Prisma**, while following Agile methodologies

**Education Executive** Dec. 2023 – Present

Web Development & Consulting Club (WDCC)

- Arranged technical and career-related events for New Zealand's largest student-led technology club, with 850+ annual members
- Liaised with external sponsors to help deliver events with an average attendance of over 50

## Technical Skills

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**Languages:** HTML/CSS, Python, JavaScript/TypeScript, Java, SQL

**Frameworks:** React, Node.js, Express.js, Next.js, Supabase, Tailwind CSS

**Other:** Git, LaTeX