MITCHELL LEE

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EDUCATION

Bachelor of Engineering majoring in Software Engineering,   **2018 – 2022**
University of Technology Sydney (UTS).   **expected**

Relevant Subjects:

• Engineering Communication	Distinction
• Applications Programming	High Distinction
• Business Requirements Modelling	Distinction
• Database Fundamentals	Distinction
• Software Architecture	Distinction
• Data Structures and Algorithms	High Distinction
• Information System Development Methodologies	Distinction
• Software Engineering Studio 1A	High Distinction
• Software Engineering Studio 1B	High Distinction
• Software Engineering Studio 2A	High Distinction
• Software Engineering Studio 2B	High Distinction
• Software Engineering Studio 3A	High Distinction
• Software Engineering Studio 3B	High Distinction
• Design and Innovation	Distinction
• Fundamentals of C Programming	High Distinction
• Real-time Operating Systems	High Distinction

Certificate II in Information, Digital Media and Technology   **2016**
Academy of Interactive Entertainment (AIE).

Higher School Certificate NSW   **2017**
Balgowlah Boys Campus, Northern Beaches Secondary College

Other Certificates and Awards

- Diamond Award for Student Volunteering - NSW   **2015**
  Department of Education & Communities

EXPERIENCE

IT Support Technician / Systems Administrator   **2019 – 2021**
Howards Storage World

- <u>Desktop Support</u> - via Email, Phone and TeamViewer
- <u>Peripheral Support</u> - including EFTPOS, Scanners, Printer, Surveillance Cameras
- <u>Networking Support/Management</u> – phone and data lines, troubleshooting LAN and WAN issues, VPN, endpoint configuration, ISP account management
- <u>Hardware Repair/Upgrade</u> - Printers, PCs, Laptops, Scanners
- <u>Database Management -</u> Custom Queries, Automation, MSSQL/MYSQL, Data Analytics/Report Generation, Data Migration
- <u>Server Management/Maintenance -</u> Backups, Monitoring, Patching/Upgrades
- <u>Website Maintenance</u> – IIS 6+, Apache, Nginx
- <u>System Security</u> – Spam filtering and threat monitoring
- <u>Auditing</u> – Process, Hardware and Software
- <u>Integration</u> – Designing and Developing data/systems integration, API management
- <u>Management</u> – Organizing and prioritizing tasks for my small team

Online Personal Shopper   **2018 – 2019**
Woolworths

- Utilized proprietary software to fulfil customer orders
- Assisted other team members in usage of both hardware and software

Work Experience   **2015**
Academy of Interactive Entertainment (AIE)

- Programmer for animation and game design in a studio
- Managed a small team, ensuring effective communication of various concepts and issues

TECHNICAL SKILLS

Desktop Software: MS Office, Sharepoint, Adobe Suite, Webroot Antivirus and general PC applications

Application Software: Microsoft Dynamics RMS, Great Plains, Sage SalesLogix, Sage MicrOpay, Mitrefinch TMS, Dell Boomi, IBM Cognos TM1

Server Software: Windows File and Printer Servers, Domain Controller, Exchange, ShadowProtect, DNS management, NAS management, Forcepoint

Operating Systems: Windows XP-10, Windows Server 2003+, Ubuntu, Debian and more.

Project Management Tools: Trello, Jira, Confluence, Github, Gitlab

Frameworks: React, Express, Next, Django, RESTful APIs, SOAP Services

Networking: VOIP (NEC SV9100), Cisco Merkai, NAT management, VLAN (MPLS), VPN

Virtualization: VMWare, Amazon AWS, Google Cloud Services, OVH, Azure, Docker

Databases: MSSQL/SQL Server, MySQL, MariaDB, PostgreSQL, Firebase, MongoDB.

Languages: C, C++, Python, Java, HTML, CSS, Java-script, C#, Rust, Dart and more.

Scripting: Powershell, Batch, Bash, Lua, Javascript, Groovy

TRANSFERABLE SKILLS

Leadership:

- Both my ability to take initiative and my leadership skills have been honed through managing small software development teams both at university and in hobby projects such as in the design and implementation of a 3D simulator.

- I also am one of the leaders in the kids' church program at my local church (All Saints Balgowlah).

- I have helped recruit, train and support new staff during a period of transition in the IT department at Howards Storage World where I currently work

Communication:

- I have demonstrated key communications skills in my results in the Engineering Communications course at UTS and also my excellence in group projects.

- My technical communication skills have been enhanced through technical writing and eliciting different requirements and needs, while I develop my verbal communications skills while training new users in my role as IT online support

Problem Solving:

- My core problem solving skills are most evident in the creative solutions I have developed in my role as a software engineer, and in the many programming competitions which I have participated in.

- I am regularly challenged to solve problems with systems and issues not previously encountered. These opportunities allow me to showcase my ability to troubleshoot all types of information systems within given constraints, regardless of my prior experience.

Analytical Skills:

- I have a built a multitude of analytical skills through Business Requirements Modelling and Software Architecture courses where I evaluated existing systems and then synthesized a new system with justification.

- In addition, I have developed a strong foundation of analytical skills though understanding user problems, business needs and technical issues.

Adaptable:

- I have displayed my ability to be adaptable by teaching myself to use many different systems quickly. This is seen in my technical skills, and through managing the constraints of small, dynamic teams.

- My experience with troubleshooting many types of information systems accentuates my flexibility to work with any system. Additionally, my work patterns have enabled me to work within many constraints such as: technical, business and financial constraints.

Team Worker:

- I have generated the ability to be an effective team member while working in a team which runs a children's program at my local church. Here I support both my team leader and my fellow team members.

- I have experienced working in a small agile team to solve various issues, where we share progress and problems. This has resulted in a greater ability to collaborate on complex issues. I also have worked with a variety of people, where I have strived to understand their issues and collaborate with them to derive the best solution for their needs.

EXTRACURULAR ACTIVITIES

Programming Competitions: **2018 – 2020**

- I regularly compete in group competitions to assist in the development of my teamwork and technical skills
- I teach myself new computer languages and complete online programming challenges whenever I get the opportunity.

Application Development: **2018 – 2021**

- I am the project manager for a small team of developers working on a 3D rendering and physics engine designed for simulations and games. It is being developed in C and C++ using the Vulkan and OpenGL APIs.

Web Development: **2019 – 2021**

- I have been developing a web application to gain exposure to different frameworks and build knowledge of RESTful APIs and their usage in a full stack environment. Recently I have been polishing these skills in making my own framework using Next.js, Express.js, MongoDB and more to create a full stack system.

Ray Tracing: **2019**

- I taught myself the basics of ray tracing using Python for a quick prototype and to prove my understanding of the concepts. With this new knowledge I implemented an optimized version for the web using WebGL/GLSL to leverage the GPU's power.

Volunteering: **2014 – present**

- I am one the leaders of the children's program at All Saint's Balgowlah where I volunteer. Some of my roles are to plan and design course material, review and track performance, as well as managing the leadership team.
- As a result of my involvement in the children's ministry at All Saints, I have attended many courses, workshops and seminars which include (among others): Safe Ministry courses, EE for Children, LIT training.

REFEREES

Available upon request