Darren Ooi

Software Engineering Graduate

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Education

Bachelor of Engineering(Honours)
Specialisation: Software
The University of Queensland 2022-June 2024
GPA to date: 5.9/7
Dean's Commendation for Academic Excellence [Semester 1 2024]

Bachelor of Engineering(Honours)/Information Technology
Queensland University of Technology 2020-2022 (Transferred)
GPA: 6.33/7
Dean's List of Students with Excellent Academic Performance [Semester 2 2020]

Work Experience

Sales Assistant, UNIQLO
(JUN 2022-present)
- Delivering exceptional customer service through excellent communication skills and active listening to customers' needs and preferences.
- Proficient in working collaboratively with team members to achieve sales targets and enhance customer satisfaction.
- Handle customer inquiries, complaints, and returns with empathy and respect in a timely manner, exhibiting conflict resolution skills.

Summer Research Assistant, The University of Queensland
(NOV 2023-FEB 2024)
- Conducted comprehensive characterisation of ChatGPT plugins, tracking metadata for over 1,000 plugins in the Plugin Store.
- Summarised functionalities and classified plugins into categories using machine learning models and techniques, achieving 83.3% accuracy.
- Identified security risks, evaluated resource exposure, and reported vulnerabilities to OpenAI, leading to improved security measures and compliance.

Sales Assistant, Timberland
(DEC 2021-FEB 2022)
- Conveyed product information and promotions clearly and effectively to customers, demonstrating excellent communication skills.
- Collaborated effectively with team members to achieve sales targets, foster a positive work environment, and contribute to the store's overall success.
- Adapted quickly to unexpected changes in a fast-paced environment, demonstrating flexibility and resilience.

Relevant Skills

**HTML, CSS, Tailwind CSS,
JavaScript, TypeScript, React.js,
Next.js, Node.js, Express.js, Python,
C#, SQL, Docker**

- **Problem Solving**
- **Team Communication**
- **Customer Service**
- **Sales**
- **Conflict Resolution**

Projects

Pigeon (2024)
A secure, end-to-end encrypted, real-time messaging web application. This application utilises web sockets to achieve two-way communication between the front end and the server. The front end was built with Next.js and TypeScript, while the back end was built using Python and Flask. Docker was used to containerise the application, and Terraform was used to automate deployment on AWS. This project is a collaborative group effort.

Just The Facts (2023)
A web application to counter bias in news reporting by utilising the capabilities of a large language model. It aims to purge emotionally charged language from news content, ensuring that readers are presented with comprehensive, unbiased facts. The front end of this app was built using Next.js and JavaScript, while the back end was built using Python and Flask. This project is a collaborative group effort.

CRM Web App (2023)
Assisted a software engineer in developing a web application for an online business to streamline management of inventory, orders, and clients. This app was built using Next.js and TypeScript, and it is seamlessly connected to a PostgreSQL database with Prisma. GitLab was utilised for CI/CD processes, task management, and issue tracking.

QuPer (2023)
A web-based privacy policy analyser that provides a platform for assessing privacy policies, aiming to eliminate uncertainty surrounding these policies and empower users with the knowledge needed to make informed decisions. The front end of this application was built using Next.js and TypeScript, while the back end was developed using Python and Flask.

Languages

English (Native Proficiency)
Mandarin Chinese (Native Proficiency)

Malay (Limited working Proficiency)

References

Available upon request