

David

[Certified ScrumMaster \(CSM\)](#)

Bachelor of ICT, [University of Tasmania](#), 2019 - 2022

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Skills

Project Management: Agile, Scrum, Confluence, Azure DevOps, Jira **Analytics:** SQL, MSSQL, Excel, R, Power BI
Development: Python, Java, C, C#, Power Apps, Power Automate **Web:** PHP, JavaScript, HTML, CSS, Sharepoint

Work Experiences

Support Analyst (Secondment Role) [Resolve Software Group](#) **June 2025 – Nov 2025**

- Managed incoming requests for systems and services, including prioritizing, tracking, and implementing resolutions, and collaborated with internal teams to ensure ticket escalation and completion.
- Troubleshoot and resolved customer issues by reviewing logs, tracing code, and designing solutions.
- Maintained communication with clients and created documentation for each request.

Technical Solutions Consultant [Resolve Software Group](#) **Apr 2024 – May 2025**

- Configured Case Management Solutions via Resolve Enterprise Platform (low-code) for Regulated Industry.
- Worked on Workflow, Report, Data Model, Automated Template, User Interface, Security, and wrote Macro.
- Collaborated with the team to manage projects and user stories within Agile sprints using Azure Boards.
- Resolved customer-raised defects in released solutions and handled related service requests.
- Assisted the Test Manager in conducting system testing and identifying and resolving bugs.

Founding Developer/Project Leader [TechUp Tasmania](#) **July 2022 – Apr 2024**

- Identified requirements from local organizations and collaborated with stakeholders to initiate projects.
- Analyzed business problems and designed digital solutions with stakeholders to address operational issues.
- Managed Agile projects using Trello and provided technical guidance throughout the development process.
- Reviewed Agile project documentation and set up cloud environments to host applications.
- Led a team of 7 to develop a Volunteer Activities Tracker (PHP/MySQL) to track volunteer engagement.
- Enhanced web application development efficiency by 20% by developing internal framework components for session management and security (PHP/MySQL).

Product Manager/Junior Developer [Cloudster Connect](#) **Aug 2022 – Feb 2023**

- Managed [IDA Connect](#), an e-commerce integration platform that integrates Shopify, THE ICONIC, and more.
- Managed customer enquiries and feedback to design and develop new platform features (PHP/Laravel).
- Tested new features, hotfixes and bugfixes on UAT and deployed them to production server (Ubuntu).
- Planned and implemented production database server MySQL version upgrade via side-by-side upgrade.
- Set up servers on [Vultr](#) to create UAT environment and manage UAT and production servers on [Forge](#).

Digital and Technology Intern [TasWater](#) **Nov 2021 – Feb 2022**

- Managed tasks in Scrum via Jira. Enhanced data cleaning efficiency by constructing dynamic SQL to achieve data cleaning automation on Microsoft SQL Server.
- Improved human resource management efficiency by 20% by developing API to retrieve staff contacts list from SQL server using MuleSoft and building an iOS app to display staff contacts list using OutSystems.

Business Intelligence/Backend Developer [Omnicore](#) **Dec 2020 – Feb 2022**

- Reduced server request time by 10% by developing framework components (PHP/JavaScript/MySQL) that the components can be updated independently via XHR.
- Enhanced business processes management efficiency by 10% by creating a cloud-based business management application (PHP/MySQL) that helps users to manage their business processes.

Project Experiences

Software Engineer **Aug 2023 – Dec 2023**

- Designed and built digital solutions for an agriculture company to achieve digital transformation. Developed applications using Power Apps, managed data in Dataverse, and automated processes via Power Automate.
- Conducted training workshops to advise non-technical users in leveraging available system functionalities.

Lead Programmer [TasmaNet](#) **Feb 2021 – Oct 2021**

- Worked with clients to map out requirements and create project design documentation. Managed project in Agile. Met with customers regularly to present progress and obtain feedback to improve the application.
- Improved data recovery process efficiency by 20% by leading a group of 7 to create an O365 Backup Restore Web Portal that helps TasmaNet customers to recover their backed-up Office 365 data.