

Jesse Mason

Brisbane,
Australia

✉ jesse@jmaso.com
🏠 jmaso.com

*Please contact me if you're after a full copy of
this resume.*

Education

2017-
current **Bachelor of Engineering (Electrical) and Information Technology (Computer Science)**, *Queensland University of Technology*, Brisbane, Australia.
GPA 6.4 as of Semester 1 2019. Dean's List: Semester 2 2018 & Semester 1 2019

Experience

- Late 2019-
current **HiQ Peer Concierge**, *QUT*.
Assisting students with enquiries about QUT services through self help resources and with referrals for specialised assistance. Undertake general administrative tasks as directed. Working as a team member to provide friendly, professional and proactive client service by responding to enquiries in a diverse multi-channel environment.
- Mid 2019-
current **Notetaker**, *QUT*.
Weekly note taking for QUT Equity and Accessibility Services.
- 2017-
2019 **Kitchen Attendant / Cook / Supervisor**, *DA'Burger New Farm*.
Customer interaction and building personal relationships. Dealing with customer complaints and queries. Training staff to a high level of competency. Store opening and closing, as well as cooking during peak service shifts. Managing multiple workers. Liaising with supplier and company representatives.
- 2019 **Private Tutoring**, *University Coursework*.
One on one private tutoring for first year programming units.

Technical Skills

- HTML, CSS: Web Development (<https://jmaso.com>)
- C: Microcontroller Programming
- C#, Java: Application Development
- Python, Bash: Creating scripts for automation or data processing purposes
- Excel: High level of understanding, data manipulation and presentation
- SQL: Database interaction and manipulation

Community Participation

- 2019 **Robotronica**, *QUT*.
Crowd Interaction, Assisting Organisational Staff, Working with a diverse range of people from all technical and cultural backgrounds.
- 2017 **Rugby League World Cup Welcoming and Wayfinding Assistant**, *Rugby League International Federation*.
Crowd Interaction, Setup and Pre-Event Tasks, Ensuring smooth running of an international-scale event
- 2017 **Maroon Members Crew Volunteer**, *Queensland Rugby League*.
State of Origin Game 1 and Game 3. Crowd interaction, Ensuring all customer requests are completed to the highest standard, Directing and assisting patrons.