

TECHNICAL SKILLS

Languages

Proficient: Python, SQL, JavaScript, C# **Experience:** Tableau, GraphQL, Java, C++

Tech Stack

SQL Server Management Studio, Visual Studio, Git, Azure, Jupyter Notebook (Anaconda)

EXPERIENCE

Junior Software Developer and Technical Support

Mar 2024 - Present

Civica

Melbourne, Australia

- Develops and maintains a learning management system used by over 150 schools across Australia, supporting the educational needs of more than 50,000 students and teachers.
- Manages databases for schools by resolving issues through querying, manipulating, and analyzing data, with an average resolution time of < 10 hours for reported incidents.
- Conducts extensive testing and debugging, identifying and/or resolving about 200 reported software bugs and requests for improvements.
- Delivers technical support to school managers and IT staff, having closed/resolved over 1,000 issues and maintaining a 90% customer satisfaction rate.
- Collaborates with a cross-functional team, including Support, Software Engineerings, and Account Managers, to enhance the performance and reliability of our system.

Teaching Assistant/Student Mentor

Apr 2023 - Nov 2023

RMIT University

Melbourne, Australia

- Delivered and elaborated on Software Engineering course content, assisting in tutorials and lab sessions for 200+ students across multiple cohorts in the Computing/IT discipline.
- Mentored over 100 students, providing personalised guidance to help them grasp complex concepts related to software development and data handling to improve coding practices and prepare for assessments.

Pick Packer

July 2022 - Mar 2023

Seko Logistics

Melbourne, Australia

- Handled client orders in a high-volume, fast-paced environment, consistently meeting daily productive targets.
- Organised and packed 2000+ orders weekly for major clients, including Reiss, Amazon, and Shein.

EDUCATION

Master of Applied Data Science, Monash University

Feb 2025 - Dec 2026

Bachelor of Computer Science, RMIT University

Feb 2022 - Dec 2024

PAST PROJECTS

Predicting Bank Customer Attrition

Repo: <https://github.com/labelenn/Predicting-Bank-Customer-Attrition>

- Applied statistical and machine learning techniques, including Logistic Regression, Decision Tree, XGBoost, and K-Fold Cross Validation to predict a bank's customer attrition and raise preventative measures to avoid customer loss.
- Implemented data preprocessing and exploration techniques - e.g. feature engineering/encoding, parameter tuning.
- Created a Tableau dashboard for visualisation, summarised the process of my project, and implemented a page to demonstrate my model and show how it can be used to predict a customer's attrition status based on given data.

These can be viewed on my website - <https://lancebelen.com/projects/bank-customer-attrition>.

The Avila Bible Case

Repo: <https://github.com/labelenn/Avila-Bible-Case>

- Applied statistical and machine learning techniques, including KNN, Decision Trees, and K-Fold Cross Validation to analyse and model datasets using Python, NumPy, Pandas, SQL, and Excel, achieving accurate and insightful results.

ACTIVITIES & INTERESTS

Basketball, Gym, Running, Photography, Guitar, Travelling, Physics, Economics, Finance