Alan Lam

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I am a highly self-motivated student, seeking to learn and expand my knowledge in all aspects of life, particularly my passion in the software engineering industry. I am a dedicated student who can work well in all situations as a team and individually.

EDUCATION

University Of Western Australia, WA   **2022-2026**

Bachelor Of Software Engineering (Honours)
Hackett Scholarship
Relevant course work: Software development, Web development

WORK EXPERIENCE

Teamorrow   **2021 - Current**
   Barista

- My role is to open/close the store, take orders, make drinks, communicate with customers, as well as being responsible for prep work in the back kitchen. I also organise and check availability of stocks and train new employees, working with people of different ages and backgrounds

Coders For Causes   **2024 Nov –2025 Feb**
   Back-end developer

- Developed back-end using Django and Django REST Framework
- Designed and implemented RESTful APIs
- Created models, serializers, and views for seamless data handling.
- Collaborated with the team using Git and GitHub for version control
- Worked with Docker for containerized development and deployment

GroupSupport Pty Ltd   **2025 May – Current**

   Intern

- Migrated credentials, files and assets to ITFlow and LastPass
- Set up client devices, including configuration and deployment
- Customised PHP coding to align ITFlow with organisational needs
- Replaced batteries in UPS units
- Gained foundational knowledge in license procurement and assignment
- Developed a basic understanding of NAS backup systems and procedure
- Assisted with inventory management and stocktaking tasks
- Utilised OTRS ticketing system for logging, tracking, and resolving IT support requests efficiently

- Configured SNMP monitoring on FortiGate and DrayTek routers and Synology NAS devices, including port-forwarding and firewall rules for LibreNMS
- Diagnosed monitoring failures by identifying devices operating behind another router (double NAT), analysing ARP tables, testing ICMP behaviour, and resolving SNMP connectivity via hosts-file overrides on the LibreNMS server
- Implemented troubleshooting steps including WAN vs LAN interface identification, SNMP community validation, and ping path testing to restore accurate monitoring
- Shut down and safely decommissioned a production server, disconnected power and network equipment, and assisted in transporting and reinstalling the infrastructure at a new site
- Use RMM software to join devices to domain, configure OneDrive and Sharepoint syncing and deploy software, apply policies, and manage remote clients efficiently

PROJECTS

Sudoku Solver   **2024**

- Designed a sudoku solver using python
- Designed and implemented a backtracking algorithm to efficiently solve Sudoku puzzles.
- Used recursion to explore and backtrack solutions, showcasing advanced understanding of function calls
- Wrote documented code so that it is easier to understand

Quiz Website   **2024**

- Created a quiz website using HTML, CSS and JavaScript as the frontend and Python and SQLite for backend

- Utilised the Flask web framework to build a scalable and robust web application for creating and managing quizzes.
- Configured routes and views to handle various user interactions, such as signing up, logging in, creating quizzes, and taking quizzes.
- Implemented a relational database using SQL Alchemy ORM to manage users, quizzes, questions, and results.
- Created models for database tables and defined relationships between them, ensuring efficient data management.
- Implemented secure user authentication using hashed passwords with Werkzeug security functions.
- Managed user sessions with Flask's session management to keep track of logged-in users.
- Integrated email verification and password reset features using the Flask-Mail extension for improved security.
- Utilised Flask to build a server-side web application and implemented Jinja for dynamic content rendering. Efficiently managed user data and quiz information, generating URLs and HTML content dynamically based on server-side logic.

- Designed a responsive and user-friendly interface using Bootstrap 5, ensuring compatibility across various devices. Employed Bootstrap's grid system and components to create a structured layout with consistent styling.

SKILLS

Programming languages: HTML, CSS, JavaScript, C, Python, Kotlin, PHP

Computer software/ frameworks: Git, Flask, Django, Django REST, SQLite, Docker, FastAPI, Word Microsoft, Google Document, Excel, ITFlow, LastPass, OTRS

Linux Commands: Shell Commands, System Commands, Command-Line Interface Tools

Languages: English, Cantonese, limited Mandarin

Soft skills: Working under pressure, teamwork, organisation, problem solving, customer service, good initiative, positive attitude, time-management, communication