

IVAN QIAN

Master of Information Technology Student | Full-Stack Development

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PERSONAL STATEMENT

Master of Information Technology student at the University of Auckland with an e-commerce background, hands-on full-stack development experience, and English-language technical customer support experience. Interested in software development, digital systems, and product-oriented technology roles. Combines React, Node.js, .NET, MongoDB/SQL, authentication development, and AI integration with practical problem-solving, cross-functional communication, and a strong focus on user needs.

KEY COMPETENCIES

- Built user-focused web applications using React, Svelte, Node.js/Express, ASP.NET Core, MongoDB, SQL, and REST APIs.
- Implemented authentication workflows including email OTP verification, Google OAuth, JWT-based access, and account linking.
- Integrated third-party services such as Resend, Google sign-in, Cloudflare DNS, Socket.IO, and AI-based moderation features.
- Applied structured troubleshooting to resolve pre-sales, after-sales, complaint, and technical support enquiries for North American customers.
- Communicated technical information clearly in English and coordinated across customer service, operations, and technical teams.
- Collaborated through Git and GitHub using branches, pull requests, issue resolution, and shared development responsibilities.

PROJECTS

Rush Hours – Campus Learning and Focus Platform

2026

React | Node.js | Express | MongoDB | Socket.IO | Google OAuth | Resend | JWT | AI integration

- Led the authentication workstream for a full-stack campus companion platform, developing a unified email OTP and Google sign-in experience.
- Designed account-linking logic so users signing in with the same normalised email are connected to one user record, reducing duplicate accounts.
- Integrated JWT authentication, OTP storage and expiry logic, custom-domain email delivery, and access-protected application flows.
- Contributed to real-time focus-room features, including presence and chat through Socket.IO, and worked with the team on deployment and domain configuration.

Study Planner API – Full-Stack Technical Tutorial

2026

C# | ASP.NET Core Web API | React | Vite | REST | CORS

- Developed a RESTful assignment-management API with create, read, update, and delete endpoints using ASP.NET Core.
- Connected a React interface to the API and configured a dedicated CORS policy for secure local front-end communication.
- Presented the technology as a practical comparison with Node.js/Express, explaining project structure, dependency injection, routing, and API testing.

Witty Wolves – Collaborative Publishing Platform

2026

SvelteKit | Node.js | Express | SQLite | Java | HTML/CSS | JavaScript

- Designed and implemented database structures for users, articles, comments, nested replies, images, likes, and notifications.
- Supported multilingual content and contributed to user-facing features including recommendations, profiles, and article interactions.
- Worked in a multi-developer Git workflow, using feature branches and pull requests to integrate database, front-end, and Java administration components.

Intern

Logistics Operations Data Analysis Project

Oct 2024 – Jan 2025

Data analysis | Risk identification | Operational recommendations

- Analysed traffic-penalty records by time and location to identify high-risk routes and recurring operational patterns.
- Developed risk-based recommendations for route and timing decisions, contributing to a reduction in monthly penalty costs from RMB 15,000 to RMB 3,000.

WORK EXPERIENCE

Technical Customer Support Representative, Concentrix – Suzhou, China

Jun 2025 – Sep 2025

English-language customer support for EcoFlow North American customers

- Delivered pre-sales, after-sales, complaint-handling, and technical support for portable power stations, smart-home energy systems, solar products, power banks, and EV-charging solutions.
- Diagnosed product, installation, order, and account issues by gathering customer information, checking records, and explaining clear next steps.
- Managed customer cases and order information across Microsoft CRM, OMS, ERP, and Shopify while maintaining accurate documentation and follow-up records.
- Translated complex product and troubleshooting information into practical English guidance and coordinated with internal teams to progress unresolved cases.

EDUCATION

Master of Information Technology, University of Auckland

Mar 2026 – Jun 2027 (Expected)

Auckland, New Zealand | Focus: full-stack development, software engineering, databases, internet technologies, and user-centred digital systems

Bachelor of Management (E-commerce), Yangzhou University

Sep 2021 – Jun 2025

Yangzhou, China | Relevant study: Python, C, SQL Server, Java/Android development, HTML/JavaScript, data analysis, CRM, and digital commerce

TECHNICAL TOOLKIT

Languages & front end: JavaScript, HTML, CSS, React, Svelte/SvelteKit, C#, Java, Python, C

Back end & data: Node.js, Express, ASP.NET Core Web API, MongoDB, SQLite, SQL Server, REST APIs

Authentication & services: JWT, email OTP, Google OAuth, Resend, Socket.IO, Cloudflare DNS, AI integration

Tools & platforms: Git, GitHub, Microsoft CRM, OMS, ERP, Shopify, Excel, SPSS, Android Studio, Visual Studio Code

Languages: Mandarin Chinese (native); English (IELTS 7.5, professional working proficiency, including international customer support).