# William Gunn

0421 621 147 | william.abeku.gunn@gmail.com | linkedin | github

## Education

**University of Canberra** — Canberra, ACT
*Bachelor of Computer Science* — *Feb. 2023 – Nov 2025*
GPA: 6.35, WAM: 83

## Experience

**Technology Consultant** — Feb 2026 – Present
*KPMG* — *Canberra, ACT*

- Reduced manual processing time by **98%** by developing automation tools for repetitive internal workflows
- Delivered client automation solutions by analysing workflows and implementing scalable scripts
- Introduced AI tools and workflows to automate repetitive tasks and improve team productivity
- Supported the technical implementation and integration of ERP software for clients, translating business requirements into scalable technology solutions

**Service Desk Analyst** — Sep 2024 – Jan 2026
*Department of Finance* — *Canberra, ACT*

- Resolved **100+ incidents per week** across software, hardware, and networking, minimising downtime
- Reduced resolution time by **20%** by effectively triaging and prioritising multi-channel support requests
- Managed user access across Active Directory, Azure DevOps, and Jenkins, ensuring secure operations
- Improved user self-service by developing guides and chatbot solutions to reduce support load

**Software Engineer** — Aug 2025 – Nov 2025
*You.InControl* — *Canberra, ACT*

- Developed and deployed a Flask web app enabling real-time IoT monitoring, alerts, and device actions
- Built a natural-language chatbot (text and voice) to control devices, improving usability
- Integrated Arduino and Raspberry Pi systems via serial communication for real-world device control

**ICT Intern** — Jun 2024 – Aug 2024
*Chartertech (acquired by KPMG)* — *Canberra, ACT*

- Automated payroll leave processing using RPA, reducing manual workload and errors
- Designed a test matrix with **200+ test cases**, improving system reliability and audit readiness
- Documented and optimised workflows using Holocentric, improving process clarity

**Database Administrator** — Jan 2024 – Feb 2024
*Department of Agriculture, Fisheries and Forestry* — *Canberra, ACT*

- Developed a web scraper detecting **thousands of illicit trading entries**, supporting enforcement efforts
- Improved database performance and data accuracy by cleaning and optimising datasets
- Automated data workflows, reducing manual handling and improving efficiency

## Projects

**HAPS** (ANU) | *Next.js, React, MongoDB, Prisma, Vercel* — July 2025 – Present

- Developing a unified digital platform for university students that brings essential academic and student services into one connected ecosystem, used by **100+ beta testers**
- Designed and architected a scalable end-to-end software system across frontend, backend and database layers
- Leading a team of **5** to deliver the application, driving technical direction, task allocation, and project delivery

**Invasive Species Tracker** (DAFF) | *Python, BeautifulSoup* — Feb 2024

- Developed a web scraper to detect and monitor illegal invasive species trading across online platforms
- Processed and structured scraped data to generate insights supporting environmental protection efforts

## Technical Skills

**Languages**: Python, TypeScript, JavaScript, Java, C/C++, HTML, CSS
**Frameworks & Libraries**: React, Next.js, Vue, Nuxt, Sveltekit, Node.js, Flask, FastAPI
**Tools & Platforms**: Git, GitHub, VS Code, PyCharm, Jenkins, Azure DevOps, Active Directory
**Technologies**: Machine Learning, DevOps, Automation, Power Platform