

# Adora Kong (Chin Ying Kong)

## SOFTWARE ENGINEER

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## PROFILE

A highly motivated, meticulous, and determined professional with 10+ years of customer-facing experience across the retail and insurance industries. Adaptable to change with a proven ability to adjust to new cultures, workplaces, and industries. Skilled in building full-stack websites and applications by consistently applying learning. Ready and committed to adding tangible value to your organisation.

## SKILLS

- HTML
- CSS/Bootstrap/Tailwind
- JavaScript
- Vitest
- Node
- Express with Node.js
- PostgreSQL
- Mongo DB
- React
- Python with Flask
- APIs
- GitHub

## RELEVANT EXPERIENCE

### Instructor Associate (Part Time) | General Assembly | Feb 2023 – Aug 2023

- Assisted lead instructor by preparing daily coding challenges and engaged in solution walk-throughs with students.
- Reviewed pull requests on homework and project submissions and provided constructive feedback to students.
- Provided debugging assistance to students during project sprints.

### Software Engineering Student | General Assembly | Sep 2022 – Nov 2022

- Completed a 12-week bootcamp which covered full stack engineering, databases, APIs and GitHub, while deploying multiple projects including group projects.
- Demonstrated my collegiality and ability to learn new concepts quickly, I provided guidance and assistance to other classmates by having a study group.

## Projects

### Tic Tac Toe

- Completed using vanilla HTML, CSS and Javascript, this logical project was a great start and I focused on the front end being attractive and user friendly.

### Music Festival Collection App

- Full-stack project with Express, this app allows you to store all your favorite music festivals, also allows you to add your favorite music festival into a wishlist.
- Through this project I learned how the backend links to the frontend that includes RESTful API, CRUD and MongoDB that it uses to store data.
- Login Credential:
  - Username: rubberdork; Password: 123456

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### Kerosene Dating App

- Group project with full-stack technologies that combines React and Express.
- This app allows users to swipe profiles based on their preferences (gender and age). Once they are matched, both users are allowed to chat to each other.
- Through this project I learned how to do a single-page application by using React and combining it with Express as the backend technology.
- This is my first group project; I had a taste of team collaboration and learnt the value of committing often and communicating often.
- Login Credential:
  - Username: rubberdork; Password: 123456

### Chat-Up

- Group project using React and Firebase to build a chatting app allows users to send messages and images.
- Through this project I learned Firebase within 2 to 3 days to build the chat-app and also used Tailwind for styling.
- Login Credential:
  - Username: [adora-testing1@gmail.com](mailto:adora-testing1@gmail.com); Password: 123456

## EXPERIENCE

### **Assistant Account Executive | Marsh Insurance Broker | Jul 2021 – May 2022**

- Managed global client accounts, liaising with clients, global office and underwriters for clients' global and local insurance policies renewal.
- Worked with stakeholders to understand their needs, and recommend and implement appropriate solutions, ensuring clients' needs are met.
- Timely and accurate processing of invoices, policy accounting information, quotations, premium calculations, renewal reports, policy wording, certificates of currency and all other documentation.

### **Customer Service Representative | Baby Bunting | Sep 2020 – Jul 2021**

- Utilised online systems to access data and solve tickets/customer enquiries within predetermined service times.
- Liaised with logistics parties for delivery matters and maintained accurate customer records.

### **Customer Contact for Consumer Property Claims | Suncorp Group | Feb 2020 – Aug 2020**

- Managed customers and vendor communications and arranged emergency assistance for customers in within short timeframes, and kept customers informed
- Managed calls in a timely and effective manner and maintained detailed call notes.
- Liaised with vendors, client managers or technical support officers to resolve customer issues.

### **Senior Account Executive | Aon Insurance Brokers (Malaysia) | Nov 2014 – Jan 2020**

- Managed property and casualty insurance claims, including claims negotiation.
- Data entry for insurance claims and preparation of claims reports.
- Strengthened the relationship between clients and business partners.
- Worked with servicers and teammates to provide support and assistance regarding claims matters.

## QUALIFICATIONS

- Immersive Software Engineering at General Assembly | 2022
- Tier 1 qualification in Insurance Broking | 2021
- Bachelor of Science (Hons) Actuarial Science, University Tunku Abdul Rahman, Malaysia | 2015