Tsz Sin Ng (AKA Jessie)

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Links

Portfolio:

missng-git.github.io/Portfolio/

GitHub:

/MissNG-Git

LinkedIn:

/jessie-n-9302b962/

Technical skills

- **Languages:**

  HTML, CSS, JavaScript

- **Frameworks:**

  React.js library, Bootstrap, Express.js

- **Databases:**

  MySQL, MongoDB, IndexedDB

- **Dev Tools:**

  Git, GitHub, Heroku, Node.js, Handlebars.js, Visual Studio Code

- **Other:**

  jQuery, Sequelize ORM, Mongoose ODM, APIs, JSON, AJAX, Highcharts,

Summary

A detailed, junior web developer utilizing over a decade of customer service and administrative experience to create client-focused UI within functional web development. Earned a certificate in Full-Stack Web Development from the University of Sydney. Aspire to create user-friendly, mobile-first applications. Strengths in creativity, teamwork and motivation to further career in the coding industry.

Projects

SourcE-commerce (collab project)

GitHub Repository:

https://github.com/MissNG-Git/SourcE-commerce

Deployed Application:

https://murmuring-bastion-13699.herokuapp.com/

- **Summary:** An application that helps business owners track inventory & sales performance as well as provide an e-commerce storefront for customers.

- **Role:** Front-End Designer, Back-End Support, Debugger - - Handlebars.js, CSS, JS, Highcharts library, API, routing, MySQL

- **Tools:** HTML, Handlebars.js, JavaScript, Express.js w/Node, MySQL w/Sequelize, Highcharts.js, Crypto Authentication, Heroku w/ClearDB Git, Bootstrap, GoogleFonts & FontAwesome

GoogleFonts,
FontAwesome

Education

Full-Stack Web Development Certificate

from *University of Sydney*

May 2021

Computer Science & Information Technology Credits from *Palm Beach State College*

May 2013

High School Diploma from *Park Vista Community High School*

May 2010

Languages

English & Cantonese, Chinese

Cocktails & Cuisines (collab project)

GitHub Repository:

https://github.com/MissNG-Git/Cocktails-Cuisines

Deployed Application:

https://luuluu75.github.io//Cocktails-Cuisines/

- <u>Summary</u>: A foodie- & drinkie-friendly application that allows users to search for different cuisine or cocktail recipes by name.

- <u>Role</u>: Front-End Designer, Back-End Support, Debugger - - HTML, CSS, JavaScript, 'Dry' Code

- <u>Tools</u>: HTML, CSS, JavaScript w/jQuery, Foundation framework, Local & Server-side APIs, Git, GoogleFonts & FontAwesome

Burger-Logger

GitHub Repository:

https://github.com/MissNG-Git/Burger-Logger

Deployed Application:

https://burglog-00.herokuapp.com/

- Summary: A restaurant app that lets users track the burgers they'd like to eat and burgers they have devoured.

- Role: Sole author

- Tools: JavaScript, Handlebars.js, Node w/Express.js, API, MySQL, ORM, Heroku w/JawsDB, Git, Bootstrap, GoogleFonts & FontAwesome

Professional Experience

Contract Administrator at Bridge Housing Limited

July 2019 – October 2020 | Brookvale, New South Wales, Australia

Responsible for supporting the Contract Manager in ensuring the successful roll out of processes and systems implemented to manage the delivery of asset services under the LAHC AMS contract on the Northern Beaches

Key responsibilities
- Supported the Contract Manager in maintaining strong and effective relationships with the maintenance contractor and NSW Land and Housing Corporation
- Maintained high levels of quality client service to tenants by coordinating maintenance works with the contractor and ensuring works are carried out

Achievements
- Enhanced department efficiency by implementing administrative systems (docs, spreadsheets, etc) that eliminated repetitive tasks
- Acknowledged by senior and executive staff for strengthening the organisation's relationship with its clients as evidenced by compliments submitted by tenants and associates

Property Administrator & Accounts Manager at Shore Commercial Property

October 2017– July 2019 | Brookvale, New South Wales, Australia

Responsible for providing administrative support to property managers, assisting with operational asset management, marketing and financial reporting

Key responsibilities
- Organized and executed management proposals, leasing agreements and all related documentation
- Reconciled both business and client accounts to ensure there were no discrepancies on statements after processing accounts receivable or accounts payable

Achievements
- Boosted department productivity by transferring tenant and owner files into REST CRM for easy reference, eliminating some need to cite hard-copies

Administrative Officer at Northern Sydney Local Health District – Manly Hospital

April 2017– September 2017 | Manly, New South Wales, Australia

Contracted to convert all physical health files into electronic medical records, under strict timelines, in preparation for the scheduled opening of a new hospital

Key responsibilities

- Back-scanning: deconstructed physical files in preparation for converting into electronic records
- Forward-scanning: reviewed, scanned, quality controlled and validated medical records digitally, then archived hard-copies

Achievements

- Praised by supervisors for accomplishing above-average conversion results of about 15% on a daily basis
- Implemented efficient work methods that would produce minimal mistakes and increase overall output by at least 2 files per officer

Project Coordinator at Brandpartners Global

November 2016– April 2017 | Surry Hills, New South Wales, Australia

Responsible for planning, managing and executing fit-out, branding and digital projects

Key responsibilities

- Consulted with clients and business partners to define the project brief, assist in the branding design, prepare a pricing proposal, then execute project plans and keep the customer informed during the entire process
- Managed project scheduling and deadlines, adjusting workflow when needed, to ensure projects were completed on time

Achievements

- Reconciled project financials and accounting details to effectively create monthly invoices

Data Entry Clerk at Prostate Cancer Foundation of Australia

November 2016 | St Leonards, New South Wales, Australia

Temporarily contracted to assist in the data entry and update of both new & regular contributors

Key responsibilities

- Utilised the organisation's 'Donor Management (DonMan) System' to record incoming donations and sort into appropriate divisions for reporting purposes
- Updated contributor details and gifting selections within DonMan to allow for appropriate invoicing

Office Administrator at JJ Quality Builders, PB

September 2015– June 2016 | Palm Beach Gardens, Florida, USA

Responsible for supporting the office manager and roofing team by auditing leads, drafting quotes, managing CRMS and processing financials

Key responsibilities

- Utilised QuickBooks Pro to manage customer accounts, draft project estimations, create invoices and perform monthly reconciliations

- Evaluated customer leads and consolidated contact details to schedule quoting appointments

- Educated patrons on office procedures and furnished project timelines to ensure realistic expectations are met

Achievements

- Accomplished 100% of daily administrative tasks to alleviate extensive growth of office workload

Court Clerk at Palm Beach County Courthouse

June 2012– February 2013 | Delray Beach, Florida, USA

Responsible for performing routine clerical and operations support functions

Key responsibilities

- Managed, processed and docketed receipt of documents, court fees, filing fees, disbursements and garnishments as needed

- Researched official records to fulfil internal and external copy requests, then compiled to resolve civil inquiries and/or resolve statement inconsistencies

Achievements

- Informally recognized for having a keen eye for detail and catching mistakes submitted in client documents before passing through system

Counter Operations Agent & Customer Service Representative at Geek Squad, Best Buy

May 2010– June 2012 | Boynton Beach, Florida, USA

Responsible for providing general customer service to store patrons as well as technical support for a range of electronics (i.e., phones, pcs, TVs, appliances), while maintaining organization and privacy of customer files at the service desk

Key responsibilities

- Generated sales by recommending both required and additional support services to customers experiencing technical issues (i.e., software upgrades, hardware repairs, installations)

- Attended to customers at the service desk, over the phone and on the sales floor, with an explicit focus on providing friendly, memorable service

Achievements

- Awarded employee of the month within the first sales quarter of employment for selling the highest number of service and protection plans

- Increased completion rates of our customer satisfaction survey which consistently reflected a positive shopping and service experience
- Received customer compliments directly at least twice a week

Interests

- Further developing coding skills
- Innovative applications that are both practical and eye-catching
- Trying out new, useful dev tools, libraries etc.

References

Available upon request