

# Nicole Ho

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## EDUCATION

BSc (Hons) Information Security (Achieved: 2:1 Honour, GPA: 3.49/4.3)

**The Hong Kong Polytechnic University**

Sep 2020 – May 2022

Hong Kong

Associate in Information Technology (Achieved: Distinction, GPA: 3.76/4.0)

**The Hong Kong Community College**

Sep 2018 – May 2020

Hong Kong

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## PROFESSIONAL EXPERIENCE

**Software Engineer / Web Developer**

EtherSec

Nov 2023 - Present

United Kingdom

- Lead the development and enhancement of mobile apps (Android/iOS) and web apps using **React Native**, **HTML**, and **CSS**. Proactively engage with the UX team to address **Figma** UI design requests, ensuring a comprehensive understanding of their needs. Provide insightful feedback on potential engineering challenges, construct prototypes, and troubleshoot issues to facilitate project progression.
- Collaborate with the "Lead Software Developer" on various technical aspects, from improving CI/CD processes to integrating APIs for seamless frontend and backend connectivity using Restful API. Analyze and identify optimal strategies for CI/CD data extraction to streamline development workflows.

**Software Engineer (Programming)**

Edvance Technology (Hong Kong) Ltd

Dec 2022 - Sept 2023

Hong Kong

- Consulted clients on digital transformation initiatives, transitioning from offline staff training to a digital e-learning web system, and collaborating with the System Development team. Utilised **JavaScript**, **HTML**, **CSS**, **Python**, **Mongo DB**, **React**, and **Redux Toolkit**. Supported the full **software development lifecycle (SDLC)**, contributing to design, testing, implementation, and maintenance. Successfully reduced project timelines by 10%.
- Developed an MS Outlook plugin to enhance clients' cybersecurity performance by connecting backend systems with frontend UI using **React**, **Python**, and **Mongo DB**. Implemented Flask Python for backend connections, integrated APIs for data calls, and data writing. Achieved a 20% improvement in clients' cybersecurity performance.
- Advised clients on the creation of data visualisation tools using **Splunk** commands and SQL. Managed the complete data lifecycle, including data sourcing through **Python** and API integration, data validation, and visualisation tailored to client requirements. Significantly saved client task time by 20%.
- Managed 5+ projects and a team of 3 staff members. Implemented digital project management tools such as **Asana** to streamline task allocation (coding, reviews) utilising **Agile** methodologies. Monitored team KPIs including deadlines, deliverables, and milestones. Conducted daily stand-up meetings and provided ad-hoc support resulting in a 20% reduction in project pipeline timelines.

**Software Developer**

SOS Group (Hong Kong) Ltd

Sep 2022 – Dec 2022

Hong Kong

- Provided expert guidance to clients on debugging **WordPress** websites, leveraging **CSS** and **JavaScript**. Managed testing and maintenance activities across the SDLC, utilising project management skills and online resources. Notably enhanced website performance by 30%.
- Consulted with clients on digital transformation initiatives, such as upgrading an existing ordering system to a new version, in collaboration with the R&D team. Utilised **Mule 4** and **Java** to support the SDLC from implementation to testing, particularly focusing on building a new system closely aligned with the existing one and establishing API integrations. Successfully reduced client task time by 20%.

**Software Engineer Intern**

Innocorn Technology

Jun 2021 - Jul 2021

Hong Kong

- Trained an AI Ambassador on one of their AI products and took charge of the "testing/UAT" phase to evaluate its performance. Constructed diverse test cases consisting of questions and answer templates to assess response accuracy. Through meticulous testing efforts, improved accuracy rates by 30%.
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**SKILLS**

**IT SKILLS:** React, Redux Toolkit, JavaScript, HTML, CSS, Material UI (Intermediate), Python, MongoDB, Docker, Postman, GitLab, GitHub, WordPress, WooCommerce, Wix, AWS, Splunk, SQL, React-Redux, SASS, Bootstrap, Figma, PHP, Java, C++, Virtual Box, VMWare PlayStation (all beginner)

**SOFT SKILLS:** Client service management, Project management, Team management, Data/Analytical skills

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**LANGUAGE**

English (Fluent), Cantonese (Native), Mandarin (Native)

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**HOBBIES**

- Listening to music
- Watching movies