

Nicole Ho

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PROFESSIONAL EXPERIENCE

Software Engineer / Web Developer

Nov 2023 - Dec 2024

EtherSec

United Kingdom

- **Led** the development of mobile apps (Android/iOS) and web apps using **React Native**, **HTML**, and **CSS**, **increased app response time by 10%**.
- **Engaged** with the UX team for **Figma** design feedback, addressed needs, created prototypes, and solved issues to facilitate project progression, **improved user engagement by 20%**.
- **Spearheaded** collaboration 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**.

Software Engineer (Programming)

Dec 2022 - Sept 2023

Edvance Technology (Hong Kong) Ltd

Hong Kong

- **Trimmed project timeline by 10%** through efficient **digital transformation** strategies (from offline to e-learning), partnering with the System Development team. Utilised **JavaScript**, **HTML**, **CSS**, **Python**, **Mongo DB**, **React**, and **Redux Toolkit**. Supported the full **software development lifecycle (SDLC)**.
- **Enhanced clients' cybersecurity performance by 20%** by developing an MS Outlook plugin (connecting backend with frontend UI) using **React**, **Flask Python**, **Mongo DB** and **Webpack**.
- **Saved client task time by 20%** by building data visualisation tools using **Splunk** commands and **SQL**. Managed the complete data lifecycle, from data sourcing through **Python** and API integration, and data validation to visualisation tailored to client requirements.
- **Shortened project pipeline by 20%** through managing 5+ projects and a team of 3 staff members. Utilised **Asana/Jira** and **Agile** methodologies. Monitored team KPIs, conducted daily stand-up meetings and provided ad-hoc support.

Software Developer

Sep 2022 – Dec 2022

SOS Group (Hong Kong) Ltd

Hong Kong

- **Improved website performance by 30%** through effective debugging and optimisation on **WordPress** websites, leveraging **CSS** and **JavaScript**.
- **Drove** improvements on **digital transformation** projects in coordination with the R&D team. Leveraged **Mule 4** and **Java** for **SDLC** support, prioritising system continuity and API integration. **Reduced project timeline by 10%**.

Software Engineer Intern

Jun 2021 - Jul 2021

Innocorn Technology

Hong Kong

- **Boosted response accuracy by 30%** by training an AI Ambassador on one of their AI products and taking charge of the "testing/UAT" phase to evaluate its performance. Constructed diverse test cases consisting of questions and answer templates to assess accuracy.

EDUCATION

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

Sep 2020 – May 2022

The Hong Kong Polytechnic University

Hong Kong

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

Sep 2018 – May 2020

The Hong Kong Community College

Hong Kong

SKILLS

IT SKILLS: React, Redux Toolkit, JavaScript, HTML, CSS, Material UI (Intermediate), Python, MongoDB, TypeScript, Vite, Next.js, Docker, Postman, Git, GitLab, GitHub, WordPress, WooCommerce, Wix, AWS, Splunk, SQL, Node.js, Bootstrap, Figma, Java, C++, PHP (all beginner)

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

LANGUAGE

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

HOBBIES

- Listening to pop music
- Watching movies