

Nicole Ho

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PROFESSIONAL EXPERIENCE

Frontend Engineer

Jan 2025 - Apr 2025

Ayora (*Legal tech SaaS startup that helps law firms manage budget more effectively*)

United Kingdom

- Developed web-app CRM dashboard to enable visualising clients' transactions using React, TypeScript, Chakra UI, Vite, and TanStack. Built and maintained web app component to call CRM data (e.g. budget) via API integration, visualised data via front-end library, and stored data via cache and local storage. Improved budget planning for clients (e.g., law firms) by 30%.

- Built new web app function – landing page for external clients to register their organisation in the CRM database, using React, TypeScript, Chakra UI, Vite, and TanStack. Created "Template Builder" for clients' easy invoice creation and onboarding process, cutting manual setup time by 40%.

- Supervised web app QA to ensure code reliability, using Vitest. Led full QA lifecycle, from test planning, test variance review, executing QA test via scenarios, to conclusion. Post-deployment issues reduced by 25%.

- Drove delivery across 3+ projects in an Agile environment, actively participating in daily stand-ups and peer code reviews to ensure alignment with business goals and timely delivery.

Software Engineer / Web Developer

Nov 2023 - Dec 2024

EtherSec (*Cybersecurity solutions provider for identity verification*)

United Kingdom

- Built and enhanced mobile apps (Android/ iOS) and web apps, using React Native, HTML, and CSS, by collaborating with the UX and UI team. Receive UX team requests regarding Figma UI design to understand their needs. Feedback on potential engineering challenges, build the prototypes and troubleshoot those issues/blockages. Optimise design for various device types.

- Assisted "Lead Software Developer" on various technical aspects, from CI/ CD improvement to API integration to connect front end and backend by utilising Restful API. Actively examine and recognise the effective method for CI/ CD data extraction.

Software Engineer (Programming)

Dec 2022 - Sept 2023

Edvance Technology (HK) Ltd (*Cybersecurity solutions provider for digital transformation*)

Hong Kong

- Consulted clients on digital transformation (from offline staff training to digital – building e-learning web system), working with the System Development team, using JavaScript, HTML, CSS, Python, MongoDB, React, Redux Toolkit. Supported full software development lifecycle (SDLC), from design, test, implementation, to maintenance, using project skills. Reduced project timeline by 10%.

- Developed MS Outlook plugin (connecting backend with frontend UI) using React, Python, and MongoDB, to streamline clients' cybersecurity performance. Used Flask Python to connect the frontend, used API integration to call data, and write data into the system. Enhanced clients' cybersecurity performance by 20%.

- Advised clients on building data visualisation tools, using Splunk commands, and SQL. Handled full data lifecycle: sourcing (via Python, API integration to extract data from tickets regularly), validation (data cleaning, identifying trends), to visualisation (creating various filters and dashboards according to clients' requests, enabling them to self-serve). Saved client task time by 20%.

- Managed 5+ projects and 3 staff. Introduced digital project management tool – Asana, to allocate tasks, e.g., coding, review, (utilising agile methodology), and monitor teammate KPI: deadline, deliverables, milestone. Engaged in daily stand-up meetings, provided ad-hoc support when needed. Project pipeline reduced by 20%.

Software Developer

Sep 2022 – Dec 2022

SOS Group (HK) Ltd (*SaaS company specialising in digital transformation*)

Hong Kong

- Advised clients on debugging WordPress websites, using WordPress, CSS, and JavaScript. Handled testing and maintenance throughout SDLC, using project skills and web searching. Improved website performance by 30%.

- Consulted clients on digital transformation (e.g., upgrading an existing ordering system to a new version) by working with the R&D team, using Mule 4, and Java. Supported SDLC from implementation to testing, especially building a new system (specification highly aligned with the existing system) and creating API integration. Saved client task time by 20%. Successfully reduced client task time by 20%.

Software Engineer Intern

Jun 2021 - Jul 2021

Innocorn Technology (*SaaS startup specialising in AI solutions and smart technologies*)

Hong Kong

- Trained an AI Ambassador, one of their AI products. Led “testing/ UAT” phase of AI product, inputting different questions to assess its response accuracy, after building test cases (questions and answer templates). Boosted accuracy by 30%.

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, JavaScript, TypeScript, Chakra UI, Tanstack, Vitest, Vite, Redux Toolkit, HTML, CSS, Material UI, Python, MongoDB, Postgre SQL, Go, Docker, Postman, Git, GitLab, GitHub, WordPress, WooCommerce, Wix, AWS, Splunk, SQL, Node.js, Bootstrap, Figma, Java, C++, PHP

LANGUAGE

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