



WIN SAN PANG

ASSOCIATE FRONTEND ENGINEER

Experience

ASSOCIATE FRONTEND ENGINEER

JustPark | January 2020 - Present

- Responsible for developing, improving and maintaining the codebase for the company's five core web applications. Contribution included creating UI components, reducers and full page flows using React 16 and Redux Toolkit, as well as updating our automated test suites (Jest, Enzyme, Mocha, Cypress).
- Collaborated with Backend, QA and Product teams to ensure we delivered high quality features and product improvements in a timely manner.
- Made use of a number of software and tools (e.g. PhpStorm, Jenkins, JIRA, GitHub, Percy, Zeplin, Paw) for developing and self-testing purposes to ensure code changes were consistent with the intended product design.

JUNIOR QA ENGINEER

JustPark | January 2019 - January 2020

- Responsible for testing and debugging product changes across four development teams: Frontend, Backend, Mobile (Apps), and Infrastructure, with a primary focus on Backend code.
- Applied the Behaviour Driven Development framework to systematically test and ensure the code changes met the relevant business or stakeholders' needs.
- Wrote automated tests (Cypress, Testcafe) and Laravel Seeders to improve the efficiency of the QA and development process.
- Used a range of different software and tools (e.g. Paw, Jenkins, JIRA, GitHub, Percy, SequelPro, TablePlus) to ensure code changes were tested thoroughly and effectively.
- Regularly presented product changes to the wider company in the fortnightly Product Demo.
- Managed the company Service Desk, handling enquiries and issues reported by internal teams as well as investigating the root cause and working with the Engineering team to ensure a solution is developed.

SENIOR CUSTOMER HAPPINESS ASSOCIATE

JustPark | January 2018 - January 2019

- Responsible for handling escalated customer complaints as well as assisting regular customer enquiries during busy periods.
- Trained and managed new starters to ensure a smooth onboarding process.
- Monitored the customer database for suspicious user activity and handled fraudulent cases, such as chargebacks.
- Engaged in regular meetings with other departments, including product design and marketing, to formulate wider business goals and to feedback information to the customer support team.
- Compiled reports and presentations for weekly team meetings.

Profile

An Associate Frontend Engineer who, having spent 5+ years working in customer service, self-taught and progressed into web development. Skilled in several programming languages whilst also possessing strong interpersonal, problem-solving and outstanding customer service skills. Demonstrated commitment, self-motivation, and initiative in previous work experience, academic work, and extra-curricular roles. Looking for new opportunities in which to further utilise and enhance my skills as well as progress my career in the tech industry.

Programming Languages

React	<div><div></div></div>
Redux	<div><div></div></div>
Javascript	<div><div></div></div>
HTML	<div><div></div></div>
CSS	<div><div></div></div>
JSS	<div><div></div></div>
SQL	<div><div></div></div>

General

Customer Service	<div><div></div></div>
Communication	<div><div></div></div>
Problem-solving	<div><div></div></div>
Multi-tasking	<div><div></div></div>
Teamwork	<div><div></div></div>
Attention to detail	<div><div></div></div>
Cantonese	<div><div></div></div>

Creative

Photography	<div><div></div></div>
Adobe	<div><div></div></div>
Photoshop	<div><div></div></div>
iMovie	<div><div></div></div>
Creative writing	<div><div></div></div>

Personal Interests

Coding

- Created a website dedicated to a book series, available at: <https://www.thecerberusaffair.com/>
- Participated in the UKvsCOVID 2020 Hackathon and creation of Connected Learning - an online learning platform, built using React and Ruby on Rails, available at: <https://connect.maslaha.org/>

Creative Writing & Video Editing

- Participated in several school projects and competitions, and achieved first prize in the latter.
- Film editor for King's College London's BA English Language and Linguistics course promotional trailer.

Photography & Photo Editing

Travelling & Exploring Different Cultures

Jogging & Swimming

Contact

- 🏠 London
- ☎ 07704371027
- ✉ winsanpang@hotmail.co.uk
- in <https://www.linkedin.com/in/winsanpang/>
- 🐙 <https://github.com/WinSanPang>

CUSTOMER HAPPINESS ASSOCIATE

JustPark | April 2017 - January 2018

- Responsible for providing top quality, professional customer service and resolving customer enquiries and complaints via phone, email (Zendesk) and social media platforms.
- Consistently exceeded KPIs including customer satisfaction, call duration and cases handled
- Worked together with various departments, including finance and account management, to resolve customer issues.

CONSUMER CONTACT TEAM PHONE ASSOCIATE

Ofcom | June 2015 - December 2016

- Responsible for providing high quality, professional customer service to consumers' telecoms and broadcast-related enquiries and complaints over the phone.
- Consistently met KPIs including quality assessment target for compiled case records and call handling quality standards for both call duration and customer satisfaction.

Education

Udemy Courses

2019 - 2020

- React: The Complete Guide (incl Hooks, React Router, Redux)
- The Modern React Bootcamp (Hooks, Context, NextJS, Router)

King's College London

2011 - 2014

BA English Language & Communication: First-class honours (76%)

Highams Park Sixth Form College

2009 - 2011

- A Levels: English Language (A*), Psychology (A*), History (A)
- AS Levels: Media Studies (A), Critical Thinking (B)
- The Open University: Start Writing Fiction module, OU Level 1, 10 credits (Pass)

Willowfield School

2004 - 2009

GCSEs: 13 grade A* - C (including English and Maths)