



WIN SAN PANG

SOFTWARE ENGINEER

Experience

SOFTWARE ENGINEER

Butternut Box | Feb 2021 - Present

- **Acquisition Product Area:** Predominantly worked in the business' Acquisition digital product remit and developed high-quality user interfaces. Utilised AB testing within the product feature development process and achieved a 13% improvement in conversion rates and led to increased sign-ups. Key features include the homepage, public-facing support and landing pages, the entire sign-up and checkout journey, and the refer-a-friend scheme.
- **Localisation Expert:** Supported the company's growth and expansion into five new countries and four languages using tools like Phrase and i18n.
- **Project Leadership:** Led several key projects, including multiple significant rebuilds of the customer sign-up journey over the past few years.
- **In-House Blog System:** Built an internal blog system as part of a temporary team with another engineer, later optimising and iterating on it when it became part of the Acquisition product area.
- **Documentation:** Authored comprehensive documentation, including exploratory spikes, localisation processes, key features, and post-mortems.
- **Knowledge Sharing:** Ran React learning classes for engineering colleagues looking to upskill their frontend knowledge.
- **Team Leadership and Mentorship:** Acted as team lead during manager's absence. Mentored junior engineers, providing guidance and support for their professional growth.
- **Code Maintenance and Quality:** Regularly performed code reviews and QA to ensure features and releases met high standards. Leveraged prior QA experience to establish and refine a formal QA process. Frequently performed code cleanups and refactors, including deleting over 13,000 lines of code in a single Pull Request.
- **Debugging and Incident Resolution:** Proactively debugged and resolved issues raised in the internal team incidents channel.
- **Test Coverage:** Wrote and maintained automated tests across various frameworks, including Cypress, Jest, RSpec, and Cucumber-Rails.
- **Core Web Vitals Optimisation:** Explored and implemented website improvements to drive higher Core Web Vital and Lighthouse scores (25% desktop improvement, 68% mobile improvement), enhancing SEO performance.
- **Communication Skills:** Effectively collaborated with and articulated complex technical solutions to both technical and non-technical audiences, including product managers, designers, and stakeholders.
- **Recruitment:** Participated in the interview process for new candidates, helping to identify top engineering talent.
- **Atomic Design Pack:** Formed and maintained the Atomic Design Pack, upholding atomic design principles and best practices.
- **Technologies:** React, TypeScript, Apollo GraphQL, Sass, CSS Modules, React Native, Ruby on Rails, HTML, ERB.
- **Testing Frameworks:** Cypress, Jest, RSpec, Cucumber-Rails.
- **Tools:** JIRA, Figma, Linear, Loom, Storybook, Chromium.

Profile

Accomplished Full Stack Software Engineer with a strong emphasis on frontend development, 4+ years experience in creating high-quality user interfaces that enhance conversion rates and user engagement.

Transitioned from customer service background to web development, demonstrating commitment, self-motivation, and initiative. Proficient in technologies including React, TypeScript, Apollo GraphQL, and Ruby on Rails, with a proven track record in leading key projects, mentoring junior engineers, and optimising website performance for improved SEO. Possesses strong interpersonal and problem-solving skills as well as excellent communication skills. Seeking new opportunities to leverage and further enhance my skills in the tech industry.

Programming Languages

React	<div><div></div></div>
TypeScript	<div><div></div></div>
Javascript	<div><div></div></div>
Apollo GraphQL	<div><div></div></div>
React Native	<div><div></div></div>
HTML	<div><div></div></div>
CSS / Sass	<div><div></div></div>
Ruby on Rails	<div><div></div></div>
SQL	<div><div></div></div>
Redux	<div><div></div></div>

General

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>
Customer Service	<div><div></div></div>
Cantonese	<div><div></div></div>

Creative

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



Video Editing



Photography & Photo Editing



Travelling & Exploring Different Cultures



Swimming



Dog Training

Contact

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ASSOCIATE FRONTEND ENGINEER

Company | Jan 2020 - Feb 2021

- **Application Development and Maintenance:** Developed, enhanced, and maintained the codebase for the company's five core web applications. Contributions included creating UI components, reducers, and full-page flows using React 16 and Redux Toolkit, as well as updating automated test suites with Jest, Enzyme, Mocha, and Cypress.
- **Cross-Functional Collaboration:** Collaborated with Backend, QA, and Product teams to ensure the timely delivery of high-quality features and product improvements.
- **Development Tools:** Employed various software and tools, including PhpStorm, Jenkins, JIRA, GitHub, Percy, Zeplin, and Paw, for development and self-testing purposes, ensuring code changes aligned with intended product designs.

JUNIOR QA ENGINEER

JustPark | Jan 2019 - Jan 2020

- **Comprehensive Testing and Debugging:** Executed thorough testing and debugging of product changes across four development teams - Frontend, Backend, Mobile (Apps), and Infrastructure - with a primary focus on Backend code.
- **Behaviour Driven Development (BDD) Implementation:** Applied the Behaviour Driven Development framework to systematically test and ensure code changes met relevant business or stakeholder requirements.
- **Automated Testing and Efficiency Enhancement:** Developed automated tests using Cypress and TestCafe, and created Laravel Seeders to improve the efficiency of the QA and development processes.
- **Development Tools:** Employed a range of software tools, including Paw, Jenkins, JIRA, GitHub, Percy, Sequel Pro, and TablePlus, to ensure code changes were tested thoroughly and effectively.
- **Product Demos:** Regularly presented product changes to the wider company during fortnightly Product Demo sessions, facilitating transparency and cross-team collaboration.
- **Service Desk Management:** Managed the company Service Desk by handling enquiries and issues reported by internal teams, investigating root causes, and collaborating with the Engineering team to develop effective solutions.

Further work experience can be supplied on request

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)