WIN SAN PANG
SOFTWARE ENGINEER

Profile

Accomplished Full Stack Software Engineer with a strong emphasis on frontend development, 5+ 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. Seeking new opportunities to leverage and further enhance my skills in the tech industry.

Programming Languages

- **React**
- **TypeScript**
- **JavaScript**
- **Apollo GraphQL**
- **React Native**
- **CSS / Sass / Styled components**
- **Ruby on Rails**
- **Embedded Ruby (ERB)**
- **SQL**
- **Redux**

General

- **Communication**
- **Problem-solving**
- **Multi-tasking**
- **Teamwork**
- **Attention to detail**
- **Customer service**
- **Cantonese**

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 such as Phrase and i18n.

Built 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.

Debugging and Incident Resolution: Proactively debugged and resolved issues raised in the internal team incidents channel.

Code Maintenance and Quality: Leveraged prior QA experience to establish and refine a formal QA process to ensure features and releases met high standards. Frequently performed code cleanups and refactors, including deleting over 13,000 lines of code in a single Pull Request.

Test Coverage: Wrote and maintained automated tests across various frameworks using Cypress, Jest, RSpec, and Cucumber-Rails.

Core Web Vitals Optimisation: Explored and implemented improvements to drive higher Core Web Vital and Lighthouse scores (25% desktop improvement, 68% mobile improvement), enhancing SEO performance.

Wrote Extensive 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.

Project Leadership: Led several key projects, including multiple significant rebuilds of the customer sign-up journey.

Team Leadership and Mentorship: Acted as team lead during manager's absence. Mentored junior engineers, providing guidance and support for their professional growth

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.

ASSOCIATE FRONTEND ENGINEER
JustPark | 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)