

# AUDWIN ONG

## SOFTWARE DEVELOPER

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## PROFILE

Software Developer graduate with strong experience in full stack development, back end systems and database driven applications. Proven abilities to design, build and deploy real world solutions through academic projects.

## PROJECT EXPERIENCE

- **WhatsApp Customer Relationship Management (CRM) Web Application** ONGOING  
Software Developer  
**Situation:** Manual answering of Whatsapp low level inquiries, diverging resources away from higher value conversations that could lead to sales.  
**Task:** Develop a centralized CRM and AI agent to answer such low value inquiries, managing interactions efficiently.  
**Action:**
  - Built a Flask based backend to handle incoming messages.
  - Adopted CRUD functionality to store and retrieve conversations.
  - Implemented automated replies and message routing logics.**Result:**
  - Reduced response waiting time, centralized customer data storage.
  - Demonstrating full stack development and system designing skills.
  
- **CCA Website Development Project**  
Front End/ Web Developer  
**Situation:** Our school club lacked an official online platform to share the club's information and engage student.  
**Task:** Design and develop a user friendly website to represent our school club CCA.  
**Action:**
  - Created responsive web pages using HTML, CSS, and JavaScript.
  - Structured content to improve clarity and accessibility.
  - Collaborated with CCA members to gather requirements and feedback.**Result:**
  - Improved visibility and outreach of our club.
  - Enhanced user experience for student seeking club information.

## WORK EXPERIENCE

### ABC Technology Solutions

2027 - 2028

IT Intern

- Developed and optimized SQL queries to support internal data operations, reducing page load time by 40%.
- Assisted in building and testing Flask modules for internal systems
- Collaborated with developers to debug issues and improve application stability, increasing system uptime by 30%.

# CO-CURRICULAR ACTIVITIES

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## School of Information Technology Club

- Vice President 2027 - 2028
  - Planned and organized school wide events such as Freshmen Orientation, Open House, EAE Festival.
  - Strengthened leadership, teamwork, and communication skills through cross-committee collaboration
  - Mentored and developed potential junior sub-committee members to leadership positions.
  
- Executive Committee 2026 - 2027
  - Volunteered for school, club wide events.
  - Supported event planning, logistics coordination and on site operations to ensure smooth execution.
  - Worked closely with fellow sub-committee members to align event objectives and timelines

## TECHNICAL SKILLS

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- **Languages:** Python, SQL, HTML, CSS, JavaScript
- **Frameworks:** Flask
- **Databases:** MySQL, SQLite
- **Tools:** Git, GitHub, VS Code, Ngrok
- **Concepts:** REST APIs, CRUD operations, authentication, secure input handling
- **Soft Skills:** Communication, teamwork, analytical thinking, time management

## CERTIFICATIONS

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- AWS Certified Cloud Practitioner (2025)
- Meta Front-End Developer Certificate (2026)
- IBM Full Stack Software Developer (2026)
- EC-Council Computer Ethical Hacker (2027)
- Professional Scrum Developer (2027)

## EDUCATION

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2025 - 2028

Nanyang Polytechnic

- Diploma in Information Technology
- Grade Point Average: 4.0/4.0
- CSIT-Nanyang Scholarship
- NYP Director's List (2025 - 2028)
- MOE Edusave Character Award (2026)
- MOE Eagles Award (2027)