CLEMENT SUNG
FRONT-END WEB DEVELOPER

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PROFILE

I am a front-end web developer with experience building web applications using HTML, CSS, Javascript, React, and API integrations. I combine my backgrounds in web development and chemistry to amplify my logical reasoning, attention to detail and adaptability to create accessible web solutions built on quality and consistent code.

Technical SKILLS

- HTML5 / CSS3/ Javascript(ES6)/ React / Jquery/ RESTful API
- Responsive design / Website accessibility requirements /Version control using Git and Github
- Paired programming /Team-based development / Project Scope Management

WORK EXPERIENCE

CLIENT SUPPORT ANALYST

Q4 Inc. | Jan 2022 – May 2024

- Processed over 150 client website requests per month through the content management system with 99% accuracy, ensuring timely resolution and client satisfaction.
- Executed time-sensitive and confidential requests for clients' quarterly earnings data with 100% accuracy, resulting in consistent client satisfaction.
- Utilized project management software (salesforce) to track team progress (KPI) and identify challenges, ultimately improving workflow efficiency.
- Mentored junior support analysts on best practices for troubleshooting client issues, resulting in a 20% decrease in average resolution time.

QUALITY CONTROL ANALYST

Estee Lauder Companies Inc. | Dec 2019 - Mar 2021

- Demonstrated excellent project and time management skills by completing 10 to 15 analytical tests of in-process materials and raw materials daily and successfully met release targets
- Wrote comprehensive reports for out-of-specification results, deviations, and corrective and preventative action plans while managing time to perform daily analytical testing.
- Aided the team in daily routine instrument calibrations and analytical tests to maintain workflow.
- Trained and mentored 5 new hires on company policies and procedures, resulting in a 30% decrease in onboarding time for the department

PROJECTS

Hikari	Live / Code	Podcast Prioritizer	Live / Code	Cratediggers	Live / Code
**HTML	CSS	Javascript	React** A responsive React app Anime TV show/Movie database recommendation app created in React.		**HTML	CSS	Javascript	React** Team development project created to recommend podcasts based on a user's travel destination built on React and styled with CSS.		**HTML	SCSS	Javascript** Paired programming project created to recommend music artists based on similar artists or a specific genre. It was created with Javascript and preprocessed with SCSS for styling.	

EDUCATION

COURSERA

Google Cybersecurity Certificate (Online Certificate) | Jun 2024 – Jan 2025

JUNO COLLEGE

Web Development Immersive Bootcamp | Apr 2021 - Jun 2021

- 9 week immersive bootcamp (50+ hours /week).
- Completed 7 projects.
- Paired programming and team development.

RYERSON UNIVERSITY

Bachelor of science in chemistry (BSc) | Sep 2010- Apr 2015