

CLEMENT SUNG

647-822-3042 | clement.sung7@gmail.com | [linkedin.com/in/clement-sung7](https://www.linkedin.com/in/clement-sung7) | github.com/clemburlee | clementsung.com

PROFESSIONAL SUMMARY

Analytical and solutions-driven web developer with proven experience building responsive web applications using HTML, CSS, JavaScript, React, and API integrations. Known for writing clean, consistent code and optimizing performance, I have contributed to projects that improved usability, streamlined workflows, and enhanced team efficiency. I foster positive working relationships and resolve conflicts effectively through analysis, and empathy. I also have a growth mindset and am receptive to feedback for continuous improvement. I am detail-oriented and have an analytical mindset honed through my experience as a chemist which I bring to web development by applying structured problem-solving, and logical reasoning.

SKILLS

- HTML | CSS | Javascript | React | JQuery | REST API | SASS | Tailwind | SQL
- Responsive design | Website accessibility requirements | Git | Github
- Paired programming | Team-based development | Project Scope Management

CERTIFICATE

Google Cybersecurity Certificate - Coursera

Jun 2024 – Jan 2025

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

QUALITY CONTROL ANALYST | Apotex Inc.

Feb 2016 - Dec 2019

- Performed analytical chemistry, and wet chemistry tests on various drug products, an average of 12 samples, on a daily basis to meet business targets
- Review chemists' documented work through LIMS (laboratory information management system) software prior to releasing the product to market to meet regulatory compliance.
- Worked in a QC lab following good manufacturing practices/good laboratory practices to adhere to regulatory bodies such as Health Canada and FDA and successfully completed 4+ audits

EDUCATION

JUNO COLLEGE | Web Development Immersive Bootcamp

Apr 2021 - Jun 2021

TORONTO METROPOLITAN UNIVERSITY | Bachelor of Science in Chemistry - (BSc)

Sep 2010- Apr 2015