Gloria Lim

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�ന്ന https://github.com/glowiep   💼 https://www.linkedin.com/in/glowiep/

PROFILE

A dedicated and focused individual with a passion for continuous learning. I thrive on crafting clean code and maintaining meticulous documentation. My enthusiasm extends to working on React projects during my free time, showcasing my commitment to staying current and engaged in the ever-evolving world of technology.

SKILLS

Languages
JavaScript | Ruby | HTML | CSS

Frameworks/Libraries/Environments
NodeJS | ReactJS | ExpressJS | Ruby on Rails | EJS | jQuery| Ajax | Bootstrap | TailwindCSS | SASS

Testing
Cypress | Jest | Mocha | Chai

Systems/CMS/Databases
Microsoft SQL Server | PostgreSQL | Git

Cloud Hosting Services
AWS | IBM Cloud | Railway

GIS Software
ESRI (ArcGIS) software products | QGIS

PROJECTS

SmartAgent 🔗
SmartAgent is a customer support ticket management application, paired with an AI assistant.
03/2024 – 04/2024

Quick Memo 🔗
Quick memo is a responsive React web app with a minimalist interface for keeping track of notes.
02/2024 – 03/2024

WikiMaps 🔗
A collaborative mapping web app that allow users to discover and create maps with various points of interest.
12/2023 – 01/2024

EDUCATION

Full-Stack Web Development
Lighthouse Labs
09/2023 – 04/2024

Honours Bachelor of Science
University of Toronto
09/2016 – 04/2020
Major: Geographic Information Systems
Minors: Business & Economics

PROFESSIONAL EXPERIENCE

Transportation Analyst   09/2020 – present
BusPlanner Inc.   Waterloo, ON

Data processing
- Perform data processing, extraction and integration to provide turnkey implementations.
- Extract insights from datasets and inform the client on solutions to address complex routing challenges that can help maximize their software investment.

Project Management
- Manage and deliver SaaS implementation projects for clients based in Canada and the US.
- Maintain constant communication with clients to ensure that timeline targets are met.

Tier 2 Technical Support
- Set up cloud hosted servers, install and configure operating system software.
- Reproduce, diagnose and resolve technical problems encountered by end-users and resolve software-related technical issues efficiently.

Technical Documentation
- Update help documentation and and maintain software release notes.
- Took lead on initiating a Client Services team internal knowledge base to centralize important processes and increase efficiency for onboarding new employees.