



JONATHAN HO

Adaptable and Quick Learning Web Developer with strong backgrounds in client servicing

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GITHUB: <https://github.com/goodwill80>
PORTFOLIO: <http://jonathan.com>

EXPERIENCE

Service & Process Quality Specialist, ANZ Bank

Singapore – February 2015 to May 2016

- Designed work processes to improve efficiencies
- Managed of complaints to Regulators & Senior Management
- Performed root cause analysis on complaints
- Planned & organised service campaigns for front-line staffs

Deputy Customer Service Manager, UOB Bank

Singapore – November 2011 to February 2015

- Managed branch operations and staff performance
- Balanced and performed approvals for banking transactions and account openings

Duty Terminal Manager, Changi Airport Group

Singapore – January 2011 to November 2011

- Ensured smooth operation of passenger terminals
- Worked effectively with airport agencies to resolve passenger issues

CURRENT PORTFOLIO

RewardMart - <https://github.com/goodwill80>

Node.js, Express, MongoDB, StripPayment, , JQuery, Ajax

- An online client rewards management platform, which enables companies to enrol their clients for loyalty programmes.

The Advocate - <https://github.com/goodwill80>

Ruby-On-Rails, SQL, JQuery

- A customer feedback and review portal to recognise service industry professionals

To-Do-App - <https://github.com/goodwill80>

Node.js, Express, MongoDB, Angular2

- A simple App which helps users to keep track of their daily tasks

And much more! Please visit my GitHub at <https://github.com/goodwill80> for my personal projects.

EDUCATION

Web Development Immersive

General Assembly - Singapore

12week (480 hours) web immersive development course, 2016

Master in Applied Finance

University of Adelaide - Singapore
2010

Bachelor of Science in Finance

University College Dublin, -Singapore
2007

Diploma in Business Management

Nanyang Polytechnic, -Singapore
2002

SKILLS

Programming Languages

JavaScript, Ruby, HTML5, CSS, SQL

Front-End Web Development

JQuery, Ajax, Angular2, Bootstrap, Joomla

Back-End Web Development

Nord.js, MongoDB, Express, Ruby-On-Rails, Sinatra

INTERESTS

Active volunteer with Touch Singapore since 2015, Coding, Soccer, Technology, Film