

# Lai Yip Hang

# Mobile App Developer

## 018-3638664

Portfolio Link: <https://henrylai98.github.io/my-portfolio>

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## SUMMARY

Junior Full-Stack Developer with 2 years of experience building scalable web app and mobile applications. My background in operations and customer support has equipped me with a unique perspective on user needs. Adept at collaborative problem-solving and committed to delivering user-centric products that drive operational efficiency.

# EXPERIENCE

**Operations Customer Expert I** | Teleperformance Malaysia Sdn Bhd, Penang

Oct 2024 - Dev 2025

- Delivered professional customer support via live chat and ticketing systems to APAC & EMEA regional customers.
  - Resolved 90+ daily issues for customers across Mainland China and Europe markets.
  - Specialized in cross-border e-commerce support covering order management, logistics, taxes, and payment processing and platform compliance issues.
  - Ensured continuity for dynamic BPO projects, supporting client account retention for 12+ months.
  - Maintained 95%+ first-contact resolution rate by quickly diagnosing needs and implementing compliant solutions.

**Junior Software Developer** | Opulent Solutions Sdn Bhd, Penang

May 2022 - May 2024

- Full-Stack Mobile Development: Engineered 6 cross-platform (iOS/Android) applications using Flutter/Dart for frontend, Node.js for backend, and MySQL for database, with 4 apps successfully soft-launched.
  - IoT & Connectivity Integration: Implemented real-time communication with IoT devices via Bluetooth@ LE and WiFi modules, utilizing MQTT protocol for efficient device-cloud data exchange.
  - UI/UX & Performance Optimization: Redesigned user interfaces focusing on intuitive navigation, visual aesthetics, and performance enhancements, resulting in improved user engagement metrics.
  - Agile Collaboration & Project Delivery: Participated in weekly cross-functional syncs with PM, QA, and BA teams to align on sprints, prioritize features, and ensure timely project milestones.

**Software Developer (Internship)** | Skymind Holdings Berhad, Penang

Sept 2021 - Mac 2022

- Full-Stack Web Development: Engineered responsive web applications (Nexent Dashboard & HR Portal) using React.js frontend with Ant Design/Tailwind CSS, and Node.js backend with RESTful APIs
  - UI/UX-Focused Feature Development: Designed and implemented user-centric features that enhanced dashboard usability and data visualization, improving user task completion rates
  - Frontend Optimization & Testing: Refactored legacy UI components for better navigation, visual consistency, and performance; implemented comprehensive unit testing with Jest (85%+ coverage)
  - Backend Architecture & API Design: Developed scalable backend services with CRUD operations, secure authentication, and well-documented REST APIs serving frontend applications
  - DevOps & Code Quality Pipeline: Explored CI/CD automation using Jenkins, Docker, and SonarQube to establish robust build, test, and deployment workflows

## SKILLS

**Frontend Development:** Flutter, ReactJS, HTML, CSS, JavaScript, Tailwind, AntDesign, Bootstrap

**Backend Integration:** Node.js, Python, RESTful APIs, MySQL, PostgreSQL

**IoT & Connectivity:** Bluetooth® LE, Wi-Fi Direct, MQTT, WebSocket

**UI/UX Design:** Sketch, Figma, Canva, Adobe XD, Photoshop

**Tools:** VScode, Xcode, IntelliJ idea, Git, Pgadmin, Postman, Unity + Vulforia, Adobe, WordPress (CMS)

## **EDUCATION**

Universiti Utara Malaysia

2018 - 2022

**Bachelor of Science with Honour (Information Technology)**

## First Class Honour