



LOUISA LEE YING HAN

web developer

PROFILE

People say I'm "kay-poh" but I'm really just curious about the world around me! I love to get my hands dirty building things and I strive to make the internet a more beautiful place with every line of code that I write.

CONTACT



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louisa-lee.com

SKILLS

- HTML/CSS
- JavaScript
- ReactJS
- jQuery
- Materialize
- Node.js
- Express
- Ruby
- Rails
- MongoDB
- PostgreSQL

HOBBIES

- Playing the piano
- Mechanical Keyboards
- Reading
- Travelling

EXPERIENCE

CAROUSELL

Customer Experience Specialist | Aug 2015-Mar 2017

- Led a project to switch ticketing platform providers in order to revamp our FAQ page to make it more automated for our users.
- Addressed support tickets and identified top user issues; worked with my team to proactively address them and find relevant solutions.
- Helped users troubleshoot bugs and technical issues on the app; liaised with the engineering team to find a solution and communicated it to the users.
- Liaised with the Singapore Police Force to provide them with information about incidents on the app which they were investigating.

SINGAPORE PRESS HOLDINGS

Marketing Intern | May - Aug 2013

- Assisted in the running of existing campaigns to promote sales of various newspaper publications.
- Planned and conceptualized a campaign to promote newspaper sales at islandwide Buzz newsstands.

EDUCATION

GENERAL ASSEMBLY

Web Development Immersive Bootcamp | Mar - Jun 2017

- Built four web applications over 12 weeks (both individually and collaboratively) using frameworks such as Node.js, Rails, ReactJS and jQuery.

SINGAPORE MANAGEMENT UNIVERSITY

Bachelor of Business Management | Jun 2011 - May 2015

- Double majored in Marketing and Corporate Communications
- Was a teaching assistant for the course "Public Relations Strategy"
- Completed a semester of international exchange at Université Paris Dauphine in Paris, France

EXTRA-CURRICULAR ACTIVITIES

IVORY KEYS PIANO ENSEMBLE

Marketing Director | Aug 2012-Aug 2013

- Responsible for designing and disseminating collaterals for all club events.
- Ensured prompt and effective publicity of club events.

PROJECT MAKASSAR

Co-Organizer | Sep - Dec 2011

- Organized and co-led a 2 week community service trip to Makassar, Indonesia within the span of 3 months.
- Facilitated the execution of 2 major fundraising activities which exceeded the target donation amount intended for our beneficiaries.