

# Johnny Chan

jchan2096@gmail.com | +61 431 451 980 | Sydney, Australia | [Portfolio](#)

---

## WORK EXPERIENCE

### Otto International

Oct. 2017 – Jan. 2024

*Solutions Developer | Mar. 2021 – Jan. 2024*

*Hong Kong*

- Engineered a complete revamp of the company's WordPress-based e-learning platform and corporate website, boosting page load speed by 35% and increasing monthly user engagement by 20%.
- Architected and implemented major enhancements to the HRIS system (JavaScript, SQL), improving stability, streamlining workflows, and eliminating recurring system errors.
- Planned and executed secure, zero-downtime upgrades for mission-critical applications, following industry best practices for performance optimisation and cybersecurity compliance.
- Collaborated with cross-functional teams across HR, Communications, and IT to translate complex requirements into scalable solutions, ensuring seamless integration into business operations.
- Developed and deployed new system features based on stakeholder feedback, improving user satisfaction scores in post-implementation surveys by 18%.
- Delivered hands-on training and step-by-step documentation for application owners, enabling independent system management and reducing support ticket volume by 15%.
- Led the migration of the company's procurement and asset management system from IBM Maximo to Jira Service Management, implementing structured IT asset management schemas, data mapping, and Jira Automation workflows to improve asset tracking and procurement efficiency.
- Worked autonomously on end-to-end development tasks, applying Agile and Gitflow methodologies to manage code quality, version control, and deployment efficiency.

*Junior System Support Officer | Oct. 2017 – Feb. 2021*

- Delivered first-level help desk assistance and second-level software support to 200+ internal users across multiple departments, ensuring prompt issue resolution within SLA targets.
- Guided employees in adopting digital tools and self-learning resources, contributing to a company-wide push for digital transformation.
- Produced and hosted live webcasts/webinars to educate employees on new digitalisation initiatives, reaching an audience of up to 300 staff at a time.
- Led IT inductions for new hires, introducing company IT policies, security protocols, and best practices for technology use.
- Operated and managed the technical setup for live-streamed business updates, ensuring seamless delivery to remote offices and global stakeholders.

---

## NOTABLE PROJECTS

### StaffHub (HRIS System)

*HRIS System – JavaScript, SQL, Gitflow, Scrum*

- Led the lifecycle of the Performance and Remuneration Module, gathering requirements, implementing enhancements, and optimising workflows to cut manual admin work by 25%.
- Applied Gitflow for version control and practised a modified Scrum methodology to ensure smooth, iterative releases.

## Otto International Corporate Website

*WordPress – Elementor, HTML/CSS, JavaScript, MailChimp, SEO*

- Spearheaded a complete redesign of the company’s public-facing corporate website to modernise design, improve navigation, and boost user engagement.
- Created detailed sitemaps and wireframes during the planning stage, ensuring alignment with brand guidelines and user experience best practices.
- Utilised Elementor for page design and integrated MailChimp for automated monthly newsletter distribution, streamlining marketing efforts.
- Reviewed and optimised content for SEO, increasing organic search impressions and click-through rates.
- Collaborated with an external designer to deliver a polished, responsive site that aligned with corporate branding.

## MyLearning (E-Learning platform)

*WordPress E-Learning Platform – LearnDash LMS, HTML/CSS, JavaScript, PHP*

- Led the redevelopment of the company’s internal e-learning platform to enhance training accessibility and improve learner engagement.
- Adopted custom post types to structure learning content and implemented LearnDash LMS for course and quiz delivery.
- Designed a responsive interface optimised for mobile learning, leading to a 15% increase in course completion rates within six months.
- Worked independently on all phases, from planning and content migration to testing and launch, ensuring minimal disruption to ongoing training activities.

## Procurement & Asset Management

*Jira Service Management (JSM) – ITIL, ITAM, JQL, Jira Automation*

- Migrated the company’s procurement and asset management system from IBM Maximo to Jira Service Management, introducing structured IT asset schemas for improved reporting and lifecycle visibility.
- Consolidated and mapped asset data from Maximo with user data from Office 365, ensuring clean, accurate records in the new platform.
- Designed the procurement process as a Jira service project, using Jira Automation and JQL to streamline approvals, request routing, and notifications.

---

## EDUCATION

**Aberystwyth University**

**Sep. 2014 – Jul. 2017**

*BSc (Hons) Computer Science*

*Aberystwyth, United Kingdom*

- **Relevant modules:** Software Development Life Cycle, Problems and Solutions, Web Programming, Modelling Persistent Data, Developing Internet-Based Applications, Agile Methodologies

---

## CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** AWS Certified Cloud Practitioner (05/2023)
- **Technologies:** HTML/CSS, PHP, JavaScript, SQL
- **Tools & Platforms:** WordPress, Elementor, MailChimp, LearnDash, Git, jQuery, Bootstrap, SEO, Jira
- **Interests:** Running, Travelling, Gaming, Tinkering Tech, Reddit