JILLIAN KONG.

jilliankong.com | github.com/jskong

jillian.kong@alumni.ubc.ca

WORK EXPERIENCE.

Program Manager
Microsoft Corporation, August 2019 – present
> Working on the new Chromium-based Microsoft Edge
> Co-ordinate with design, user research, engineering, and partner teams to deliver delightful user experiences to new and existing audiences

Program Manager Intern
Microsoft Corporation, May 2018 – July 2018
> Worked with the Microsoft Edge team to bring product feature from ideation to fully developed specification
> Conducted a competitive analysis of the current browser space to provide context and supporting evidence for feature decisions
> Co-ordinated efforts from various team stakeholders in design and engineering to begin the execution of the feature

Automation Engineer Co-op
PayPal Canada, May 2017 – December 2017
> Promoted from manual QA (at former TIO Networks) and continued working part-time after co-op term ended
> Wrote and implemented automated tests in C# as part of continuous integration
> Created and completed a new automated test project from the ground-up using domain knowledge gained while working as a manual QA

Quality Assurance Engineer Co-op
TIO Networks, Sept 2016 – April 2017
> Used C# to re-factor the functionality of a suite of automated tests to be used in all subsequent regressions before deployments
> Facilitated the creation of a consolidated suite of test cases to document feature behaviour, prepare tests for automation, and guide future testing
> Initiated and wrote comprehensive introductory documentation for new quality assurance hires
> Performed manual and automated testing, both exploratory and regressional; used SQL to gather, manipulate and analyze test data

Undergraduate Teaching Assistant – Computer Science
University of British Columbia, Sept 2015 – May 2016
> Assisted first-time programmers in understanding and applying best practices, problem solving techniques, data structures, and design patterns
> Led programming labs, gave short lectures, facilitated practice exercises, and evaluated student performance
> Held office hours to give students one-on-one guidance

TECHNICAL SKILLS.

Languages
> C#
> SQL
> Java
> C / C++
> Racket
> Prolog

Web
> HTML5
> CSS3
> JavaScript / JQuery

Environments
> VS / VS Code
> Eclipse
> Atom
> VIM

Tools
> Git, Subversion, TortoiseSVN
> GDB
> Ranorex Studio
> Jenkins

PROFICIENCIES.

> **Team oriented.** I've worked on teams in many environments – school, work, clubs, even French horn octets. I know how to communicate effectively to bring people together and make groups stronger.

> **Quick learner.** Even though I didn't learn to code until my first year of university, I was able to distinguish myself among my peers to be recommended as a TA for new programmers like myself.

> **Flexible.** Nothing teaches you to roll with the punches like experiencing agile development first-hand.

EDUCATION.

University of British Columbia
September 2014 – May 2018
> - Graduated with Honours, Cognitive Systems, BSc
> - Program combines computer science with psychology, linguistics and philosophy to study knowledge and thought in machines and humans

EXTRA-CURRICULARS.

President
UBC Cognitive Systems Student Society, May 2018 – May 2019
> - Led a team of 10 executives in facilitating Society initiatives to build community and support students in the Cognitive Systems program
> - Conducted 1-on-1 meetings with executive team members to maintain open lines of communication and keep team efforts aligned
> - Mediated interpersonal conflicts and managed external Society communications

VP Social / Webmaster
UBC Cognitive Systems Student Society, May 2017 – May 2018
> - Initiated the use of HootSuite to manage the club's social media presence in a streamlined, consolidated platform to increase efficiency and consistency
> - In progress: website redesign to leverage SEO and organize information in an easy to navigate layout
> - Designed graphics to be used in social media events and posts, wrote and designed monthly newsletter

EduHacks
Vancouver, 2017
> - Had 24 hours to create an education-related project in a small group
> - Used JavaScript and D3 library to create visual analytics tools for students and teachers to evaluate course progress in a team of three

Webmaster / Fundraising Committee
Rotaract Club of Vancouver-UBC, September 2014 – May 2016
> - Planned and participated in fundraisers and community service initiatives, such as cooking a meal for the residents of the Vancouver Downtown East Side
> - Elected Webmaster for the 2015-16 academic year
> - Used Wordpress to completely redesign the club website to be more navigable and current
> - Leveraged SEO techniques to ensure that the site appears above the fold on all relevant Google searches

DubHacks
University of Washington, October 2015
> - Had 24 hours to create any project in a small group
> - Started Android app build, 'Daredevil' in a team of three

INTERESTS.

> - Types 85 WPM (92 when caffeinated)
> - Sings Alto 2 in the UBC Women's Choir
> - Accidentally performed a somersault on skis, once
> - Has 10 years of classical ballet training
> - Dungeons & Dragons GM
> - Plays the piano and the French horn
> - Enjoys backpacking and reading (not simultaneously)