

George Wong

[Online Portfolio](#)

- Full stack web developer with experience in Ruby and JavaScript frameworks
- Flatiron Software Engineering Bootcamp 2019
- 20 years customer service and sales experience - Empathy | Teamwork | Management
- 1 year 1st/2nd line telecoms tech support
- 5 years automotive repair experience specializing in electrical and computer control systems

I have been many things in the past, an auto mechanic, a service advisor, a waiter, parking valet, apartment manager, and tech support.

But what I have always wanted to be was a programmer. Ever since I typed my first line of code on my Commodore 64, I was hooked. I finally decided to take the plunge and go all in and enrolled in Flatiron coding bootcamp. Flatiron reignited my passion to code and has given me a great foundation to start my new journey. All I need now is someone to give me a chance to continue to learn and grow.

TECHNICAL SKILLS

Programming: Ruby, Rails, Sinatra, Action Cable, Action Mailer, SQL, HTML, CSS, JavaScript, React, Google Actions, Photoshop

I.T. Support: Windows, Macintosh, iOS, and Android software and hardware troubleshooting. Active Directory. Basic Networking (IP Addressing/Routing/Wi-Fi), Basic Security (Anti-Virus, Firewalls), Zendesk

Automotive Technician: Certified automobile and light truck master technician. Specialized in engine performance, smog, electrical, and computerized control systems diagnosis and repair. OBD II

TECHNICAL PROJECTS

Reflectere - A Google home voice controlled smart mirror

[Video Demo](#) | [Website](#) | [Remote Control](#) | [Github front-end](#) | [Github remote control front-end](#) | [Github back-end](#)

- Implemented user interface employing React.js, CSS, and CSS animation
- Utilized Dark Sky, News API, TFL, and Intrinio APIs to pull real-time weather, news, TFL, and stocks data
- Created Google Home app to relay commands from user to Rails server
- Developed a Rails API backend with endpoints for user, commands, and settings
- Utilized action cable to relay commands from Rails server to front-end
- Utilized Action Mailer and SendGrid to email user
- Front-end hosted on Netlify and back-end on Heroku

WTC - A recipes website allowing user to search recipes by ingredients and time

[Demo Video](#) | [Github front-end](#) | [Github back-end](#)

- Implemented user interface employing React.js, CSS, and Semantic
- Utilized TheMealDb API to pull and parse recipe data.
- Developed a Node.js backend with endpoints for user, favorites, and recipes

Game - A 80's retro theme HTML canvas game

[Demo Video](#) | [Website](#) | [Github front-end](#) | [Github back-end](#)

- Implemented user interface employing JavaScript, HTML canvas, and CSS
- Developed a Rails server with endpoints for user and scores

EMPLOYMENT HISTORY

Utility Warehouse, London, U.K.

Technical Operations Analyst

September 2017 – September 2018

- Provided 1st/2nd line technical support for landline, broadband, mobile, VOIP, and E-mail.
- Assisted with billing and account enquiries
- Resolved customer complaints and strive to retain members
- Promoted Utility Warehouse products and services
- Assisted in training new employees
- Communicated with key business partners (TTT, BTEE, Openreach) to investigate, raise and escalate faults through to resolution
- Created, followed, and completed tasks on Zendesk

JYL Hand To Hand, London, U.K.

Promotional Staff

July 2017 – September 2017

- Setup and supervised product sampling events
- Distributed promotional material

Career Break February 2015 – June 2017

- Career break due to international move, online I.T. courses, and death in the family

Concord Land Rover – NSW, Australia

Automotive Service Advisor

January 2014 – February 2015

- Achieved consistently high sales and customer service figures. Ranked #1 Dealer in customer service in Australia
- Scheduled service customers, tracked service repairs, up-sold needed repairs and delivered service vehicles back to the customer
- Adept at establishing trust and credibility with the public
- Provided fast and accurate estimates

Trivett Land Rover – Parramatta, NSW, Australia - Service Advisor

December 2005 – January 2014

Barloworld Volkswagen – Mascot, NSW, Australia - Service Advisor

April 2005 – December 2005

Putnam Toyota – San Francisco, CA, U.S.A - Automotive Service Advisor

Jul 2004 – Dec 2004

San Francisco Honda - San Francisco, CA, U.S.A - Automotive Service Advisor

May 2002 – Jul 2004

George Olsen Cadillac - San Francisco, CA, U.S.A - Automotive Service Advisor

Apr 2001 – May 2002

Menzio's Auto Repair - San Rafael, CA, U.S.A - Automotive Smog Technician

Feb 1998 – Apr 2001

Allied Engine - San Francisco, CA, U.S.A - Auto Mechanic

Sep 1995 – Feb 1998

Apartment Manager, San Francisco, CA, U.S.A

Jan 1995 – Apr 1997

EDUCATION**Flatiron School Software Engineering Course**

2019

Full Stack Web Development, Ruby on Rails and JavaScript program

City College San Francisco Automotive Technology Certificate

1997

- CompTIA A+ certified 2017- 2020
- ASE Certified Technician 1996 – 2006
- A1 Engine Repair, A4 Suspension and Steering, A5 Brakes, A6 Electrical/ Electronic Systems, A8 Engine Performance, L1 Advanced Engine Performance Specialist
- California Emission Smog Inspection License 1998 – 2004

