



Kimberlee Choo

kimberleechoo96@gmail.com

+60-168019698

notice period: 3months

portfolio:

<https://kimberleechoo.netlify.app/dist/index.html>

Working Experience

Front End Developer

GrowthOps Malaysia | Apr 2021 - Present

- Working with the design team to create wireframes, mockups, and design concepts for the new website
- Developing the frontend code for the website using HTML, CSS, and JavaScript
- Implementing the website design using AEM, which may involve creating templates, components, and pages using AEM's tools.
- Ensuring that the website is optimized for performance, accessibility, and SEO.
- Testing the website on various devices and browsers to ensure it is mobile responsive and user friendly.
- Collaborating with other stakeholders, such as project managers, business analyst, and UI/UX team, to ensure that the website meets all project requirements.
- Providing ongoing support and maintenance for the website, including fixing bugs, updating content, and making design and functionality improvements.

Customer Service Representative / IT Support Representative

IBM Malaysia | Dec 2018- Apr 2021

- Responding to customer inquiries through phone, email, or chat in a friendly and professional manner, providing excellent customer service at all times.
- Troubleshooting technical issues efficiently and effectively, ensuring that customer problems are resolved in a timely manner.
- Providing clear and concise technical guidance to customers, explaining technical concepts in non-technical terms to ensure their understanding.
- Collaborating with cross-functional teams to identify and resolve customer issues, working together to ensure customer satisfaction.
- Maintaining accurate records of customer interactions, including details of inquiries, comments, complaints, and actions taken, to facilitate ongoing improvements in customer support.

Application Support Engineer

SL Information Sdn Bhd | May 2018 - Nov 2018

- Providing support for ERP software to ensure that it runs efficiently and effectively.
- Performing in-depth analyses of software application functionality to ensure that it is working correctly.
- Establishing the root causes of application errors, working to find solutions that will prevent these issues from recurring in the future.
- Replicating issues to find the root cause, testing and troubleshooting the software to ensure that all issues are identified and addressed.
- Collaborating with the development team to communicate and prioritize issues, ensuring that fixes are implemented in a timely and effective manner.

Web Design Internship

Bike Bear Sdn Bhd | Apr 2017 - June 2017

- Work closely with our graphic designer to develop user interfaces for our websites, ensuring that they are user-friendly and visually appealing.
- Gain experience in web development using WordPress, working with our development team to implement new features and functionality as needed.
- Enhance and maintain existing websites, ensuring that they remain up-to-date and adhere to user experience guidelines
- Collaborate with other members of our team to brainstorm new design idea

Education

Asia Pacific University

May 2014 - May 2018

BSc(Hons) of Software Engineering

CGPA: 2.95 Second Upper Class

Foundation in Business and IT

CGPA: 3.58 Dean's List

Sabah Tshung Tsin Secondary School

Jan 2009 - Mar 2014

PMR, UEC, SPM

Technical Skills

Java, Javascript, HTML, CSS, SQL, C++, C#, XML, ASP.Net, Git, Adobe Experience Manager, Adobe Photoshop, Illustrator, Macromedia Flash, Adobe Launch

Certifications

IBM Blockchain Essentials

Big Data Foundations - Level 1

IBM Cloud Private - Foundation Technology

Cloud Computing Fundamentals - Introduction

Languages

English, Chinese, Cantonese, Hakka, Bahasa Melayu

Reference(s)

Ho Jia Hui

jia.hui.ho@ibm.com.my

Yap Pei Sin

peisin0406@outlook.com