Grace Teng

Portfolio: http://graceteng.me/
Email: grace@pelicularities.net
Mobile: +65 9322 3636

Work History

Teaching Assistant
Le Wagon Singapore (Oct 2020 - present)

- **Assist Le Wagon's bootcamp students with code challenges** through rubber-ducking and debugging
- **Improve students' understanding of web development concepts and design patterns** such as object-oriented programming and MVC frameworks

Customer Support Hero / QA Tester
Mednefits (Oct 2019 - Jul 2020)

- **Resolved customer support requests** by phone and through support ticket system, guiding users through app and platform usage, handling transaction and invoice discrepancies
- **Maintained knowledge base** of articles on performing common tasks on Mednefits app/platform, updating old articles, writing new ones
- **Created instructional videos** for external and internal use to facilitate onboarding of new customers and staff
- **Investigated bug reports** from customers and coworkers and documented them for development team, serving as bridge between devs and users
- **Performed internal acceptance testing on new features**, formulating test cases and checking corner cases before code is deployed live
- **Participated in design reviews** of new features and iterative improvements, giving feedback from perspective of customers and company operations

Specialist Teaching Associate (English)
The Learning Lab (Jul 2015 - Feb 2017)

- **Taught English and General Paper** to secondary school and junior college students, with a focus on skill development
- **Sparked students' curiosity** and encouraged their love of learning by incorporating elements of history, literature, economics, current affairs and general knowledge into English and General Paper lessons
- **Graded assignments** and provided individualised feedback to students

Assistant Producer
Burning Bush Films (Nov 2014 - Feb 2015)

- **Edited radio cuts, rough cuts and short clips** of production footage for clients such as National Library Board and History Channel Asia (A+E Television Networks)
- **Researched background and archival material** for non-fiction shoots
- **Assisted director, producer and production crew** on location shoots

Technical Assistant, Production Sound
New York University (Jan 2014 - May 2014)

- **Assisted Emmy-nominated instructor Larry Loewinger** in classroom instruction
- **Supervised and trained students in location sound mixing** during weekly scenes, covering monophonic mixing, boom placement, stash and lav mic techniques and set procedure
- **Set up and organised sound equipment**

Education

Le Wagon Singapore
Full-Stack Web Development Bootcamp (Aug 2020 - Sep 2020)

- 9-week intensive coding bootcamp
- Learnt Ruby on Rails, HTML, CSS, Bootstrap, JavaScript ES6, SQL, git, Github, and Heroku
- Designed, implemented and shipped to production a clone of Airbnb and a prototype of Macrotery

New York University
Bachelor of Fine Arts, Film and Television (Sep 2020 - May 2014)

- GPA: 3.89 / 4.00
- Second major: Spanish; minor: Linguistics
- University Honors Scholar
- Loke Cheng-Kim Foundation Scholarship
- Dean's List: Fall 2012, Fall 2013

University of Pennsylvania
Master of Computer and Information Technology (Jan 2021 - present)

- Remote Masters program for students without prior Computer science background
- Admitted for January 2021 semester, taking part-time courseload

Online Learning

Introduction to Discrete Mathematics for Computer Science (Specialization)
Coursera: National Research University Higher School of Economics

Average length/ effort per course: 6 weeks, 2-5 hours per week
- Mathematical Thinking in Computer Science
- Combinatorics and Probability
- Introduction to Graph Theory
- Number Theory and Cryptography
- Delivery Problem
Certificate ID: a5bf1a3e193a37809a09744aa02cd16d

CS50's Introduction to Computer Science
edx: Harvard University

Length / Effort: 12 weeks, 6-18 hours per week
Certificate ID: ba558a8c6082482d8366ff8058c50424

Skills

Technical Skills

- **Languages:** Ruby, HTML, CSS, JavaScript ES6, SQL
- **Frameworks:** Ruby on Rails, Bootstrap, StimulusJS
- **Tooling:** git, Github, Heroku
- **Other:** Excellent written/spoken English

Soft Skills

- Communication
- Problem-solving
- Adaptability
- Willingness to learn and teach