








PETER LY

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ABOUT

I am a Full-Stack developer graduate with a finance background. Having always worked closely with clients and in tech-facing roles I have a unique skillset rooted in excellent communication skills and a thorough understanding of tech that allows me to bridge the gaps between business and technology.

In 2022, I graduated from La Fosse Academy's selective and prestigious bootcamp as a trainee Full-Stack Developer, ready to take on new challenges in my career. I gained a deep understanding of software development and a passion for continuous learning and development.

I am now seeking opportunities to use my skills and experience to make a positive impact in the tech industry. I am excited to be a part of a team where I can contribute my unique perspective and skillset, and continue to grow and learn as a software engineer.

PROJECTS

- [Analogue Clock App](#)
- [Tracket - Habit Tracker App](#)
- [Let's Workout App](#)

LANGUAGES

- English
- Cantonese

WORK EXPERIENCE

FUTUREPROOF Trainee Full-Stack Developer February 2022 to May 2022
HTML, CSS, Javascript, Node JS, Docker, REST APIs, Jest Testing, SQL, NoSQL, React, Python, Django, Pytest, git and version control, Security Tokens, Redux, Agile working methodologies.

I graduated from the prestigious 13-week web development course that **takes only the top 2% of applicants.**

- **Collaborated with four team members** to build a decision-making travel app called Ready Jet Go, which used sophisticated **API calls** to decide where the end-user would be travelling next. The project was designed to help users make decisions based on a survey and communicate with each other via **WebSocket** in one app.
- I gave regular presentations both in person and remotely to 60 large clients answering technical and non-technical questions and took feedback on board for future presentations and code demonstrations.
- I worked in **Agile sprints** with different teams each week.

HSBC UK Financial Support Officer October 2018 - Present
Strong customer service and relationship skills, difficult conversation management, critical thinking, decision-making, financial analysis, conflict management, strong core maths.

- **Connecting with customers** who are going through a period of **financial difficulty**, understanding the challenges and situations followed by creating a **solution that is affordable and suitable** for the customer, giving the opportunity to change their life, achieving **100% in customer service and fair outcomes consistently.**
- **Produced a manual** for each payment solution for the secured collections department as a whole as well as FAQ IT issues due to the Covid-19 working remote transition, improved telephony **grade of service** by 20% in 2 months.

INSTRUCTURE Technical Support Engineer May 2016 - October 2018
Salesforce, Kibana, JIRA, Working effectively to targets, problem-solving, time management, teamworking, delivering training.

Specialised in a teaching and learning software called Canvas. Collaborated with 4 customer success managers and proactively worked with pace

- Successfully **achieved 100% SLA** by managing calls, live chats and web-based cases improving efficiencies and customer satisfaction by 20% in three months.
- Proactively **coached new hires and created training documentation** which increased team productivity and efficiency as well as maintained a focus on operational integrity.

HSBC UK Universal Banker December 2012 - May 2016
Superior customer service and communication skills, project leader, excellent accuracy

Performed Cashier and Universal Banker roles through the branch network.

- **Lead the West End region** when tablets were introduced. Addressed issues raised from feedback sessions and **escalated these issues back to the head office.** Resulted in over 96% customer satisfaction on a weekly basis.
- Displayed **excellent attention to detail** and prevented counter differences and other discrepancies by monitoring and correcting transactional inaccuracies.

EDUCATION HISTORY



BA(Honours): Business: Financial Management

Institution: University of Westminster

Year of Graduation: 2012

Grade: Upper-Class Honours (2:1)

CERTIFICATIONS



Intro to Programming Nanodegree

Institution: Udacity

2021



MTA: Database Fundamentals 98-364 Certified

Institution: Microsoft

2020