PETER LY

JUNIOR DEVELOPER

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ABOUT

I am a full-stack software engineer 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 futureproof's selective and prestigious bootcamp as a full-stack software engineer, 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

- Tracket - Habit Tracker App
- Pete's Recipes - Recipe App
- Rant - Journal Posting 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 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.
- **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.

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