

Peter Ly

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WORK EXPERIENCE

Futureproof

Full-Stack Developer

London

February 2022 – June 2022

- 13-week course covering the main areas of being a Full-Stack Software Engineer by using both front-end and back-end technologies.
- Collaborated within a team of four to build a decision-making travel app using React, Redux and Django with PostgreSQL database. Implemented token-based authentication using JWT and built a live-chat function using WebSockets. Presented live demonstration of deployed application to over 60 people including clients and senior engineers.
- **Habit Tracker App ([TRACKET](#))**. Created to track various habits of daily life contributing to wellbeing such as diet, sleep and physical activities and how often you can set them to. Using libraries such as Bcrypt to allow users to create an account or login and track their habits.
- **Recipe App ([PETE'S RECIPES](#))**. Used Vanilla JavaScript to create a mobile-first recipe app which allows users to search for a meal, favourite it and able to see the recipes on how to cook this particular meal.

HSBC UK

Operations Support Specialist – Credit Control

London

October 2018 – Present

- Communicated with the collections department which coincided with the impact of Covid-19, I had the adaptability to work in a fast-paced environment and take on knowledge quickly in order to help clients affected by the pandemic.
- Heavily displayed my strong analytical ability during my time within the HSBC Commercial Credit team to review Bounce Back Loan applications to prevent fraudulent lending to protect the bank's profits. This included stopping customer's applying for multiple BBLs and working closely with CIFAs and Experian.

Instructure Global Ltd

Technical Support Officer

London

May 2016 – September 2018

- Worked with multiple teams and stakeholders within customer success and provided a consistent high level of customer service to end-users and increased EMEA's customer satisfaction from 80% to 94% within a six-month period.
- Proactively worked with pace, self-awareness and under pressure and successfully achieving 100% SLA by managing calls, live chats and web-based cases within strict SLA deadlines of 1 minute to 60 minutes each day at the busiest of times during the day.

HSBC UK

Personal Banker

London

December 2012 – May 2016

EDUCATION & CERTIFICATIONS

University of Westminster

BA(Honours): Business: Financial Management (2:1)

London

September 2009 – June 2012

Udacity

Intro to Programming Nanodegree (Pass)

London

April 2022 – July 2022

- Completed individual online projects such as [Adventure Game](#), [Animal Trading Card Game](#) and [Pixel Art Maker](#)

Microsoft Technology Associate (MTA)

98-364: Database Fundamentals (SQL) (Pass 98%)

London

May 2020 – May 2020

SKILLS & INTERESTS

Technical Skills: HTML5, CSS3, Bootstrap, Git, GitHub, CLI, JavaScript ES6, Node.js, Express.js, SQL, NoSQL, Docker, OOP, PostgreSQL, MongoDB, React, Redux, Heroku, Netlify, Python, Flask, Django, Test Driven Development, REST API

Professional Skills: Teamwork | Problem Solving | Salesforce | Agile Management | Kanban

Languages: Cantonese(Proficient Level)

Interests: Travelling, Coding, Gaming, Solving Puzzles