

Rachel Wong

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Yabbr.io

October 22 - Present

Front-end Developer

- Revamped UI for the flagship product, the omnichannel chat application using **VueJS**, **Javascript (ES6)**, **Bootstrap**, **CSS**. Specifically, I improved visibility of historical chat session transcripts, streamlined user interactions switching between chat channels, a visual refresh across the entire product.
- Collaborated with Product Design Lead to identify, troubleshoot and test bugfixes in customer portal to improve overall user experience and consistency.
- Built reusable components in **Vuetify** and **VueJS** for customer-facing brochure website according to design specifications.

Dye & Durham Australia, formerly GlobalX

July 21 - Aug 22

Junior Software Developer

- Built a mobile and desktop compatible **Flutter** interface for a B2B Document Verification Service that verifies 14 different government-issued documents.
 - Troubleshoot bugfixes and delivered small features through **pair programming** or active swarm effort in a microservice architecture cloud environment.
 - Collaborated closely with Product Owners and business stakeholders to understand client requirements, scope & priority through **scrum ceremonies**. Regularly presented to senior executive team and sales team to update company on project progress.
 - Iteratively produced **UX designs & wireframes** in collaboration with Product Owners, development team to guide design and ensure adherence to company style principles
- Involuntary redundancy due to business divestment*

Zeroseven Digital Agency

January 20 - November 20

Front-end Developer

- Built responsive, WCAG 2.0-compliant interface components (widgets) for client websites, landing pages using **Javascript (ES6)**, **Jquery**, **LESS**, **HTML5**.
 - Troubleshoot and optimised widgets to design specifications, SEO requirements using **ASP.NET MVC5 Razor views** and **Kentico & Umbraco CMS** macro expressions.
 - Under the directions of project manager and senior developer, I worked with clients during **face-to-face training sessions** and wrote **supporting documentation** to help their staff become confident in leveraging content management system functionalities to meet their business and marketing needs.
 - Built browser-compatible **email newsletters** using the MJML framework, HTML5 and CSS3.
- Completed role to attend to sudden family bereavement during COVID pandemic*

Upskilling - Coder Academy

February 19 - July 19

Full-stack Web Developer

- Dedicated 6 months to update current full-stack web development technologies, with a focus on **HTML5**, **CSS3**, **Javascript**, **React**.

HTML5 / CSS3 (BEM)
SCSS / LESS preprocessors
Javascript (ES6)
Vue
React
Flutter
DevOps(Kubernetes, GCP)
RabbitMQ
ASP.NET MVC5
MJML email framework
Git / SVN versioning
Invision, Browserstack
Assembla, Jira

Education

2019 | Coder Academy
Full-stack Web Development
Fast Track Bootcamp

2012 | Griffith University
Graduate Certificate
in Digital Design
Grade Point Average 6.3/7
Uni Skills Study Group Leader

2009 | Queensland University
of Technology
B Information Technology
B Creative Industries
Distinction Award

Recognition

Queensland Department of
Transport & Main Roads
Nominated '**Empower People**'
Award 2018 for customer-centric
website content strategy and
contribution to Sharepoint
developer community.

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Experience *continued*

Department of Transport & Main Roads

September 17 - October 18

Data & Systems Analyst (Ministerial and Executive Services)

- Produced **data analytical reports** measuring departmental performance drawn from IBM Cognos Analytics for Minister Mark Bailey's office and senior leadership team.
- Developed and launched internal-facing Sharepoint 2013 website using **HTML5, CSS3, Javascript** to deliver procedural advice on drafting correspondence.
- Provided round-the-clock **technical support** on department's document tracking system (IBM Lotus Notes) to over 7000 departmental staff across Queensland.
- Written **technical documentation** including over 20 how-to guides to train staff on Sharepoint website maintenance, Google Analytics dashboard.

Support Officer (Legislation Services)

September 16 - September 17

- Redesigned the department's Sharepoint 2013 intranet website providing guidance on parliamentary processes and formal legislative delegations using **HTML5, CSS3**.
- Provided **editorial drafting and proofreading services** to policy officers progressing legal documents, formal memoranda and briefings for approval by Director-General.

Department of Justice & Attorney-General

March 14 - August 16

Court Services Officer

- Delivered **technical support** to daily Supreme and District Court trials and hearings including configuring live video conferencing with prison facilities, telephone conferences for witness cross-examination.
- Provided **editorial support, sealing of court grants, and court listing management** for Corporations Court and Deputy Registrar (Estates Administration)
- Wrote **job manuals, role descriptions and standardised learning resources** for estate administration matters for A02 level staff in Brisbane Courts Registry.

Brisbane Writers Festival

August 13 - September 13

Pre-Festival Administration & Ticketing Officer

- Produced **transaction reports** from SeatAdvisor browser-based ticketing application for financial reconciliation.
- Wrote **onboarding guidelines and tutorials** to train volunteers on festival service standards and proper operation of SeatAdvisor ticketing.

University of Queensland

August 12 - December 12

Program Officer (Faculty of Humanities)

- Administered academic progression of over 400 graduands on the university's Peoplesoft Student Administration System.
- Drafted faculty memoranda, team meeting minutes for Faculty of Humanities.

Other Tools

Microsoft Word, Excel, Infopath, Sharepoint Designer, Adobe Photoshop, Illustrator, Dreamweaver, Acrobat Pro, Camtasia, ITIL Service Now Help Desk

Training

2020 | Umbraco Fundamentals

2018 | Odyssey Training

Advanced Excel Pivot Tables
Advanced Excel 2013 Formulas
VBA for Excel 2013

Enjoys

The Pragmatic Engineer

by Gergely Orosz

The Shop Talk Show

by Chris Coyier, Dave Rupert

MeetUps

Women Who Code
BrisJS

Volunteering

2012 - 2015, 2018

Brisbane Writers Festival

Green Room assistant
Ticketing

2012 - 2018

State Library of Queensland

Exhibition facilitator

2013

Queensland Music Festival

Event Steward