Rachel Wong

hello.rachelwong@gmail.com
rachelwong.dev
0405 354 362
linkedin.com/in/rachwong
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bitbucket.org/rachel-wong

Yabbr.io
October 22 - June 23
Front-end Developer

- Led effort to **building greenfield UI** for Yabbr's CRM application to allow businesses to monitor and manage customer data analytics against omnichannel communications using **VueJS**, **Javascript (ES6)**, **Vuetify**, **SCSS**

- **Revamped UI** for the flagship product suite, the omnichannel chat application and customer portal, using **VueJS**, **Javascript (ES6)**, **Bootstrap**, **SCSS**. Specifically, I expanded dashboard functionalities, streamlined user interactions switching between chat channels, achieved a visual refresh across the entire product.

- **Collaborated with Product Design Lead** to triage, design, build and test feature releases to resolve customer requests to improve overall user experience.

- **Migrated product suite** from **VueJS 2** to **VueJS 3** to a stable version, including updating package dependencies, to improve security and performance.

- Conducted code reviews and rigorous interface testing to ensure feature releases are of high quality, adheres to coding standards and design conventions.

Dye & Durham Australia, formerly GlobalX
July 21 - August 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.

- Troubleshot 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

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**.

- Troubleshot 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

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

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*

Upskilling - Coder Academy
February 19 - July 19
Full-stack Web Developer
- Dedicated 6 months to update current **full-stack development** technologies, with a focus on **HTML5, SCSS preprocessor, Javascript, React, NodeJS**.

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.

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

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