

Rachel Wong

Zeroseven Brisbane

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**.
- Troubleshooted 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 Kentico, Umbraco CMS functionalities to meet their business and marketing needs.
- Built browser-compatible **email newsletters** using the MJML framework, HTML5 and CSS3.

Completed role and projects in November to attend to sudden family bereavement.

Upskilling - Coder Academy

February 19 - July 19

Full-stack Web Developer

- Dedicated 6 months to update current full-stack web development technologies, problem solving skills and reinforce understanding of programming fundamentals. Gained confidence in pair programming with other developers, understanding of foundation software development methodologies, and writing for documentation.

Ruby - Team project developing terminal arcade game

Ruby on Rails - Two-sided non-profit marketplace for Queensland Music Education

Javascript (MERN) - A full web application to showcase Coder Academy graduates.

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, briefing for approval by the offices of Minister Mark Bailey and Director-General.
- 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** and department-wide communiques including over 20 how-to guides to train staff on Sharepoint website maintenance, Google Analytics dashboard and proprietary DocTrak system troubleshooting.

Department of Transport & Main Roads

September 16 - September 17

Support Officer (Legislation Services)

- 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.

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HTML5 / CSS3 (BEM)

SCSS / LESS preprocessors

Javascript (ES6)

Jquery

ASP.NET MVC5

MJML email

Git / SVN

Invision, Browserstack

Assembla

React

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

BA Information Technology

BA Creative Industries

Distinction Award

Training

2020 | Umbraco Fundamentals

2018 | Odyssey Training

Advanced Excel Pivot Tables

Advanced Excel 2013 Formulas

VBA for Excel 2013

Recognition

Queensland Department of
Transport & Main Roads

Nominated 'Empower People'

Award 2018 for customer-centric

website content strategy

and contribution to TMR's

Sharepoint developer community.

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Experience *continued*

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)
- **Written 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.
- **Written 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.

Various Clients

April '10 - April '13

Illustrator & Web Design Professional

- Collaborated with Hoodlum Entertainment to illustrate 15-part interactive graphic novel, storyboarding, website wireframing, screen graphics, promotional collateral for Australian Fox 7 television drama series 'SLiDE' (2011)
- Produced storyboard, illustration assets and website wireframes for various web and screen projects with BBC Knowledge, Playmaker Media, QPIX and others.

Queensland University of Technology

November '07 - March '10

Assistant Client Service Officer

- Administered international study applications on the university's Callista Student Administration System (Oracle) and liaised with agents of key international markets.
- Drafted formal communiques to update various faculties on changes to policy requirements for international student intake.

Other Tools

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

Podcasts

Syntax (Wes Bos)
ShopTalk (Chris Coyier)
Learn to Code With Me

MeetUps

Women Who Code
BrisJS
CTO School Brisbane
Muses JS (previously NodeGirls)

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

2012 - 2013

Lifeline Bookfest

Cashier