

WONG SHI YAN

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EDUCATION

Singapore Institute of Technology

Bachelor of Engineering with Honours in Information and Communication Technology (Software Engineering), Sept 2018 – Present

Ngee Ann Polytechnic

Diploma in Information Technology, Apr 2015 – Apr 2018

Graduating GPA 3.2081/4.0

- **Capstone Project**
 - Worked with another peer to develop Education & Career Guidance Portal (ECG) base on its context and coding to provide guidance for students in planning for their future career path.
 - Documented project implementation on ECG portal so that future students can enhance the portal.
- **UX Project**
 - Worked with three other peers on a selected industry to describe an organization and their IT systems which required a revamp of UX.
 - Developed a prototype for the organization using two key stages of the UXD Life cycle (Conceptualism and Development processes).
- Awarded Certificate of Completion for Overseas Immersion Programme in Beijing, 2017.
- Awarded Completion of Salesforce Administration Certificate – Essentials for New Admins Salesforce, 2017.

ITE College West

Higher Nitec in Information Technology, Apr 2013 – Mar 2015

Graduating GPA 3.754/4.0

- Awarded Edusave Award for Achievement, Good Leadership and Service (Eagles), 2015.
- Awarded Director's List for Academic Year 2013/2014.
- Awarded 2nd prize for Smart Healthcare Apps Challenge Storyboarding by Samsung, 2014.
- Awarded Participation in the Overseas Student Exchange Programme in South Korea, 2013.
- **WAD Project**
 - Created a tourism website to provide insightful information about different country's attractions and cultures.

TECHNICAL SKILLS

- Able to program in Java, Python, PHP, Visual Basic, ASP. NET, HTML, CSS, SQL
- Proficient in Microsoft Word, PowerPoint, Excel
- Documentation – able to create a user guide/report for a new application/program

COURSEWORK

- User Experience
- Database Design
- Customer Relationship Management
- Project Management
- Object-Oriented Analysis Design
- Web Application Development
- Business Process Modelling and Development

EXPERIENCE

GroWorld Learning Pte Ltd

Childcare Teacher, 24 Mar 2018 – 26 June 2018

- Prepared academic tuitions' materials for Primary English and Primary 4/6 Chinese to ease teachings during lessons.
- Conducted bag-check for Primary 1 and 2 to supervise their homework progression. Make sure that teachers will not complain to parents regards to their child's homework.
- Communication skills and patience is required to tutor primary school students.

DHL E-commerce Regional Office

Human Resource Intern, 15 June 2017 – Sept 2017

- Assisted hiring managers to create a job description document for new hires so that the Talent Acquisition Specialist can adequately understand the needs of the managers, and the requirements/expectations of the job.
- Performed a comprehensive targeted search for candidates via different recruiting platforms so that the Talent Acquisition Specialist can shortlist candidates for interview.

Salesforce Administrator Intern, Mar 2017 – 15 June 2017

- Created Salesforce tip sheets; User Unsuccessful Login and Search & Account Owner Search to help Sales personnel and new employees understand how features work, thus, reducing the number of IT tickets raised for such a problem.
- Conducted User Acceptance Testing (UAT) for Implementation Alert function in the salesforce platform to make sure that it is error-free before going live.

COMMUNICATION/SOFT SKILLS

- Fluent with both English and Chinese written/verbally.
- Good listener with a remarkable ability to understand instructions while paying attention to detail.
- Persevere in the face of difficulty and obstacles that slow down the process or threaten to derail it completely.
- Suppress negative emotions associated with impatience such as anger, frustration, and restlessness

INTERESTS/HOBBITS

- Reading Chinese Novels
- Singing songs