Ling Yan Ying

Aspiring Software Engineer

✉ yanying25@outlook.com   in linkedin.com/in/tracielyy   ⊕ github.com/tracieqwynn (private)

EXPERIENCE

Customer Service Officer @ Grid Communications Pte Ltd

Jan 2019 – Sep 2019

- Assist in programming walkie talkie services and attend to front desk customer enquiries and services.
- Research and come up with new FAQ questions for company new service (Grid Mobile)
- Come up with customer service workflow for Grid Mobile.
- Do basic testing for the new Grid Mobile customer portal site to make sure there are no defects.

Software Test Engineer @ Pactera Singapore Pte Ltd

Mar 2017 - JUL 2017

- Testing of software functions like account creation and report generation in our client company.
- Writing documentation for test case steps.
- Log identified issues in JIRA and retest fixed functions.
- Communicate and collaborate with developers on daily basis to fix identified issues.

EDUCATION

University of Wollongong (SIM Global Education), Clementi — *Degree*

OCT 2019 – OCT 2021

Graduate of Degree in Bachelor of Computer Science (Cyber Security)

Republic Polytechnic, Woodlands — *Diploma*

APR 2015 - MAR 2018

Graduate of Diploma in Business Information Systems

Christ Church Secondary School, Woodlands — *O-levels*

JAN 2011 - DEC 2014

Graduated with O-levels certificate.

SKILLS

Interpersonal:
Empathy, Teamwork, Caring, Good Listener, Passionate Learner

Tools & Platforms:
Microsoft Office, Git

Programming Languages:
Python, HTML, CSS, JavaScript, PHP, Java, C++

LANGUAGES

Written: English, Chinese
Spoken: English, Chinese, Foochow (Dialect)

INTERESTS

Listening to music, watching dramas, coding