

# VICKY WONG

Software Developer/Technical Support

<https://github.com/vickywg998>

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## SKILLS

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**Programming Skills:** HTML, CSS(Sass/SCSS), JavaScript/ES6, TypeScript, React, Redux, Node.js, Express, NPM, Bootstrap, JQuery, SQL

**Design Skills:** Sketch, InVision, Adobe Premiere Pro, Adobe After Effects

**Version Control/Methodology:** Git, JIRA

**Personal Portfolio:** <https://www.imvickywong.com>

## PORTFOLIO AND HIGHLIGHTED PROJECTS

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**Doggo Mart** (Front End - React)

[https://www.imvickywong.com/Doggo\\_Mart/](https://www.imvickywong.com/Doggo_Mart/)

- A mock E-commerce site built with React and custom hooks
- Lets users to sort products and save their favourite and cart items in LocalStorage

**Savr** (Full Stack)

[github.com/vickywg998/savr-capstone](https://github.com/vickywg998/savr-capstone)

- Created a full stack app that enables users to keep track of food items and recommend recipes based on leftovers at home.
- Built with Bootstrap, React, Google Cloud Vision API, Edamame Recipe API, Node.JS & Express

**Outingz** (UX design)

[Final Presentation Link](#)

- A mobile application that allows users to plan events and schedule slots. It also provides a visual overview of different events happening around town.
- Conducted user interviews and research which helped develop our personas and IA
- Created mockups, user flows, wireframes and prototypes with Sketch, POP and Invision.

## RELEVANT EXPERIENCES

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**Unbounce** — Technical Support Coach

Dec 2019 - Present

- Diagnoses escalated technical tickets by General Support Team and performs tests to validate software bug fixes and working scripts and ensures the quality and relevancy of documentation
- Troubleshoots frontend issues relating to UI/UX requiring a thorough knowledge in CSS, HTML and JavaScript and backend issues relating to broken plugins, data discrepancies in Google Analytics, Google Ads and third party integrations requiring good knowledge in SQL, WordPress and network infrastructures
- Initiates Incident Management by recognizing and verifying an issue reported by customers or developers and handles external communication by updating the company's status page
- Escalates bugs and works with the development team through ticket resolution using Jira and the Kanban methodology to prioritize fixes and solutions to customers

**Unbounce** – Service Support Coach

Jun 2019 - Nov 2019

- Investigates and provides tier 1 support for customers with issues regarding the page builder, CNAME setups, integration errors, Google Analytics, pop-ups, and dynamic text replacement while adhering to landing page design best practices and performance marketing funnel standards
- Troubleshoots custom CSS and JavaScript code and third party features embedded in landing pages to ensure functions are displaying and working as expected

**AssistList** – Software Developer (Volunteer)

Oct 2019 - Present

- Builds, tests and deploys web application built with Ruby on Rails, React and Redux
- Works collaboratively alongside the AssistList Development Team and Directors to help identify new development priorities

**UBC Sauder School of Business** – Learning Technology Rover (Co-op)

May 2017 - Dec 2017

- Provided Tier 1 educational technology support with Canvas and UBC Connect to faculty members by gathering information, analyzing the systems, identifying problems or shortfalls and providing resolutions
- Rearranged and coded UBC blogs using HTML and CSS to enhance the usability of the web page
- Assisted in the process of creating online courses uploaded on Edx with faculty members using Adobe Premiere Pro and Adobe After Effects

**ADDITIONAL EXPERIENCE**

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**Ashton College** – Online Learning Support Assistant (Co-op)

Dec 2017- Aug 2018

- Managed online student accounts on two learning management systems, Google Classroom and Schoology by creating accounts, suspending or reinstating student statuses
- Troubleshot technical difficulties or inquiries from instructors and students by responding to incoming tickets, phone calls, email, and Adobe Live Chat
- Trained new faculty members via webcam or in-person on online learning platforms such as Schoology, Adobe Connect, Google Classroom and Classmarker

**EDUCATION**

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**BrainStation** – User Experience Design Certificate

Jan 2020 - Mar 2020

**BrainStation** – Diploma in Web Development

Jan 2019 - Apr 2019

**University of British Columbia** – Bachelor of Arts in Psychology

Sept 2014 - May 2019

- Arts Co-op Program, Arts Internship Program, UBC Taiwanese Association