

# Vicky Wong

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## HIGHLIGHTS OF QUALIFICATION

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- Developed professional problem solving skills from collecting information and analyzing problems from interning at Sauder School of Business and Ashton College
- Gained exceptional verbal and written communication skills from connecting with faculty members, students, volunteers and potential sponsors at Ashton College and Gordon Neighbourhood House (GNH)
- Strengthened technical proficiency and flexibility via providing effective technical support and solutions
- **Computer skills:** proficient in using HTML, CSS, SASS, JavaScript, React, Node.js, Express.js, Camtasia, Adobe Premiere Pro, Adobe After Effects, SPSS, Panopto
- **Language skills:** Multilingual fluency in English, Mandarin, and Cantonese (speaking, writing, and reading), and limited working proficiency in French

## EDUCATION

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### University of British Columbia

BA; Psychology, 4<sup>th</sup> Year undergraduate

Vancouver, BC

Sept 2014- May 2019

### BrainStation

**Front-end:** HTML, CSS, SASS, JavaScript, React, JQuery

**Back-end:** Node.js, Express.js, Web APIs

**Databases:** MySQL

Vancouver, BC

Jan 2019 – Mar 2019

## RELEVANT EXPERIENCE

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### Online Learning Support Assistant (Co-op)

Technology and Operations, Ashton College

Vancouver, BC

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
- Troubleshoot technical difficulties or inquiries from instructors and students by responding to incoming tickets, phone calls, email, and Adobe Live Chat
- Performed data entry processes which includes inputting student attendance records that will later pass onto Student Services Department
- Trained new faculty members via webcam or in-person on online learning platforms such as Schoology, Adobe Connect, Google Classroom and Classmarker

**Learning Technology Rover (Co-op)**

Faculty Liaison, UBC Sauder School of Business

*Vancouver, BC*

May 2017 – Dec 2017

- Provided Tier 1 educational technology support to faculty members by gathering information, analyzing the systems, identifying problems or shortfalls and providing resolutions
- Assisted in the process of creating online courses uploaded on Edx with faculty members using Adobe Premiere Pro and Adobe After Effects
- Recorded and created presentation and tutorial videos for students and professors to use as future reference and archives for future educational purposes
- Rearranged and coded UBC blogs using HTML and CSS to enhance the usability of the web page

**ADDITIONAL EXPERIENCE**

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**Day of Caring Coordinator (UBC Arts Internship Program)**

Gordon Neighbourhood House

*Vancouver, BC*

May 2016 – Jan 2017

- Conducted different administrative tasks including email correspondence, invitation letters, and surveys delivered to sponsors, organizers and volunteers
- Analyzed and reviewed monthly litter audit and survey evaluation of West End district of Downtown Vancouver to help improve the cleanliness of streets
- Planned and organized 8 successful events with West End Business Improvement Association resulting in the attendance of at least 30 volunteers
- Contacted with potential organizers and sponsors face-to-face and via phone and email and maintained exceptional relationships with supervisors and volunteers after events by making improvements from returned feedbacks

**Executive, Marketing Department**

UBC Taiwanese Association

*Vancouver, BC*

Sep 2015 – Sep 2016

- Promoted new activities and events via social media (e.g. Facebook, Instagram) to connect and form great relationship with current and new members
- Contributed innovative ideas to promote the club as well as Taiwanese culture to other students via various social media platforms
- Translated Chinese promotion text into English while maintaining the gist of the meaning