

Vicky Wong

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HIGHLIGHTS OF QUALIFICATION

- 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, WordPress, 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

University of British Columbia

BA; Psychology, 4th 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

Personal Portfolio: www.imvickywong.com

RELEVANT EXPERIENCE

Service Support Coach

Unbounce

Vancouver, BC

Jun 2019 – Present

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

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