Vicky Wong

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HIGHLIGHTS OF QUALIFICATION

- Developed professional problem solving skills from collecting information and analyzing problems from working at Unbounce, 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   *Vancouver, BC*
   BA; Psychology, 4th Year undergraduate   Sept 2014- May 2019

BrainStation   *Vancouver, BC*
   Front-end: HTML, CSS, SASS, JavaScript, React, JQuery   Jan 2019 – Mar 2019
   Back-end: Node.js, Express.js, Web APIs
   Databases: MySQL

   Personal Portfolio: www.imvickywong.com

RELEVANT EXPERIENCE

Service Support Coach   *Vancouver, BC*
Unbounce   Jun 2019 – Present

- Provides tier 1 support for issues related to page builder, CNAME set-ups, pop-ups and Sticky bars, Dynamic Text Replacement, Integrations and custom code
- Understand and advise customers on the general principles of conversion centered design of landing pages
- Investigate and report bugs and technical issues to the Product Team to prioritize fixes and solutions for customers

- Utilize a deeper understanding of performance marketing as it pertains to using Unbounce to assist customers, with a focus on landing page design best practices, performance marketing funnels, and PPC campaign set-up.

Online Learning Support Assistant (Co-op) *Vancouver, BC*
Technology and Operations, Ashton College   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
- 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) *Vancouver, BC*
Faculty Liaison, UBC Sauder School of Business   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) *Vancouver, BC*
Gordon Neighbourhood House   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