

VICKY WONG

Software Developer/Technical Support

<https://github.com/vickywg998>

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SKILLS

Languages: HTML, CSS(Sass/SCSS), JavaScript/ES6

Technologies: React, Redux, Node.js, Express, NPM, Bootstrap, JQuery, JSON, SQL

Version Control/Methodology: Git, JIRA

PORTFOLIO AND HIGHLIGHTED PROJECTS

Savr

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

Buy Hold Track

www.buyholdtrack.com

- Worked on a collaborative project with React. Enhanced the app by implementing autofill form fields extracting data from Zillow API and making the web app responsive across all platforms.

Brainflix

github.com/vickywg998/brainflix

- An interactive mock Netflix site built with React, Web APIs, Node.js & Express.

RELEVANT EXPERIENCES

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, loss of data, data discrepancies in Google Analytics requiring good knowledge in SQL, WordPress and network infrastructures
- 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 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
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- Assisted in the process of creating online courses uploaded on Edx with faculty members using Adobe Premiere Pro and Adobe After Effects

ADDITIONAL EXPERIENCE

Ashton College — Online Learning Support Assistant

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
- Trained new faculty members via webcam or in-person on online learning platforms such as Schoology, Adobe Connect, Google Classroom and Classmarker

EDUCATION

BrainStation — Diploma in Web Development

Jan 2019 - Apr 2019

- 12-week Coding Bootcamp learning Full Stack development

University of British Columbia — Bachelor of Arts in Psychology

Sept 2014 - May 2019

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