Vicky Wong

WEB DEVELOPER

CONTACT INFORMATION

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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
- Gained exceptional verbal and written communication skills from connecting with faculty members, students, volunteers and potential sponsors

Technical skills:

- **Front-end:** HTML, CSS, SASS, JavaScript, React, JQuery
- **Back-end:** Node.js, Express.js, Web APIs
- **Databases:** MySQL
- Video-editing: Adobe Premiere Pro & Adobe After Effects

EDUCATION

University of British Columbia
Bachelor of Arts in Psychology

- Attended Sept. 2014 to May 2019
- Arts Co-op Program, Arts Internship Program, UBC Taiwanese Association

BrainStation
Diploma in Web Development

- Attended Jan 2019 to Mar 2019

RELEVANT EXPERIENCE

Freelance Web Developer

Upwork | Jul 2019 to present

- Designs and creates single page web app with Front-end stacks E.g. React
- Collaborates with clients constantly to work out the best solutions for project

Service Support Coach

Unbounce | Jun 2019 to present

- 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
- Reports bugs and technical issues to the Engineering Team to priorities fixes and solutions for customers

Online Learning Support Assistant (Co-op)

Technology & Operations, Ashton College | Dec 2017 to Aug 2018

- 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

Learning Technology Rover (Co-op)

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
- 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