VIVIEN PHANG

SOFTWARE ENGINEER

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A self-driven software engineer dedicated to transforming ideas into reality with clean and efficient code. Experienced in full-stack web development, backend systems and database management. Passionate about making meaningful contributions and committed to continuous learning.

SKILLS

Languages:	JavaScript, TypeScript, HTML, CSS
Frontend:	Next.js, ReactJS, Vite, React Hooks (State management), React-Router, TanStack Query, Axios, Storybook, ChakraUI, MaterialUI, Tailwind CSS
Backend:	Next.js, Node.js, Express.js
Database:	PostgreSQL, MySQL, Sequelize, MongoDB, Mongoose
Tools:	Git (GitHub & GitLab), Jira, VSCode, Android Studio, AWS S3, OAuth, JWTWebToken, Agile methodology
Others:	Fluent in English and Mandarin, and currently undergoing AWS Certified Developer's certification

KEY ACHIEVEMENTS

- **In-House Component Library Development**: Led the creation of a customized component library, boosting reusability, consistency, and development speed, with a 90% improvement in theme-switching efficiency.
- **Internal Dashboard Redevelopment**: Overhauled and restructured the internal dashboard, increasing adaptability and scalability by 50% and reducing page load time by 30%.
- **New Feature Implementation**: Spearheaded the docking/undocking control feature for robotic operations, enhancing remote support efficiency by 90%.
- **Production Issue Resolution**: Consistently resolved an average of 10 production issues weekly, with rapid diagnosis and resolution within 1-3 hours.
- **Collaboration & Project Management:** Effectively collaborate and manage expectations of internal and external stakeholders to drive project forward. Proficient in Microsoft Office suite for presentation and data trending.
- **Strong Teamwork & Communication:** Demonstrated excellent communication skills by building and maintaining positive relationships with multiple stakeholders.

PROFESSIONAL EXPERIENCES

Software Engineer, Frontend (LionsBot International Pte Ltd)
May 2023 – May 2024

1. Built an in-house component library (Nov 2023 – Mar 2024)
   - Played a pivotal role in developing a customised component library which significantly enhanced reusability and consistency, and accelerated the development process for future projects.
   - Increased efficiency by 90% to accommodate switching of different themes from a 2-month timeframe to within 3 days.
   - Developed theme-specific components from scratch leveraging Chakra UI, with edge cases and hard-to-reach states tested on Storybook.
   - Technologies used: **TypeScript, React, Vite, React Hooks, ChakraUI, and Storybook.**

PROFESSIONAL EXPERIENCES

2. Redevelopment of company's internal dashboard (Oct 2023 – Feb 2024)
   - Played a pivotal role in overhauling the existing codebase, and rearchitecting the structure to integrate seamlessly with the latest component library. This initiative streamlined the logic, enhancing dashboard's functionality, adaptability and scalability by 50%.
   - Developed web pages and incorporated TanStack Query for making API calls to ensure negative and positive cases were handled accordingly.
   - Refactored old codebase by restructuring the logic, using hooks to memoize data, and handling real-time rendering of robot states and map view. This initiative reduced page loading time by 30%.
   - Technologies used: **TypeScript, JavaScript, React, React Hooks, React Router DOM, TanStack Query and ChakraUI.**

3. Implemented new features for internal dashboard
   - Docking and undocking feature (Aug 2023)
     i. Spearheaded the integration of docking and undocking features into the dashboard for company's robotic system, enabling refined control over robot operations.
     ii. Increased efficiency by 90% as Service Team can control the robot and provide customer support remotely without having to travel to physically control the robot.
     iii. Technologies used: **JavaScript, React, React Hooks, Ant Design, and Websocket.io.**
   - Integrated hard-delete feature (Apr 2024)
     i. Spearheaded the development of a hard-delete user feature into the dashboard as part of the GDPR compliance initiative.
     ii. Technologies used: **JavaScript, React, React Hooks, and Ant Design**

4. Solved production issues (Jun 2023 – May 2024)
   - An average of 10 production issues per week, diagnosed and resolved within 1-3 hours upon assignment.

QA Executive (Tessa Therapeutics Ltd)
Nov 2017 – Dec 2021

1. Implemented quality risk management process for audit readiness as part of ICH Q9 guideline.
2. Authored and managed Quality Agreement contracts with Apheresis Centres for clinical trials.
3. Led the clinical trial pipeline's end-to-end sample management for respective departments to identify gaps and oversaw change control management via TrackWise system.
4. Led data migration of >150 QAG documents into a paperless system (i.e.: Veeva) as part of site's improvement for better traceability and data integrity.
5. Led stakeholder meetings to align objectives, address concerns and ensure project deadlines met KPIs.

Senior QC Associate (GSK Vaccines)
Jan 2015 – Nov 2017

1. Performed routine and ad-hoc GMP testing for environmental monitoring and product release.
2. Executed lab investigations and ensured the timely closure of CAPA through SAP system, enhancing operational efficiency and compliance.
3. Implemented Kaizen with a KPI of >2 bi-annually.

Senior QA Lab Analyst (JMS Singapore Pte Ltd)
Sep 2013 – Dec 2014

1. In-charged of Singapore branch's ETO Sterilization of medical devices' routine sterilization and validation process.
2. Oversaw the subsidiary company in Batam on sample requisition to ensure sufficient materials during production and for ad-hoc testing.
3. Participated in several audits involving the ETO Sterilization process based on SOPs and ISO 11135-1.
4. Led stakeholder meetings between Singapore and Batam counterparts to ensure project timelines were met and concerns were addressed effectively.

EDUCATION

Software Engineering Bootcamp (Full-time)
Rocket Academy

Mar 2022 – Sep 2022

Post-Graduate Certification (Pharmaceutical Engineering)
NUS, Singapore

2017

Bachelor of Science (Biotechnology)
Swinburne University of Technology

2011 – 2013

CERTIFICATIONS

Hacksingapore Certificate of Participation
AngelHack

24 – 25 May 2024

Participated in a 24-hour hackathon with another two new members from the event. Our team chose the Social Responsibility track and built "TokenTeer," an app that allows users to tokenise volunteer hours for rewards.

PROJECTS

AUREUS (Budget and Expense Manager App) – [GitHub](#)
Features include OAuth2.0 for secure login, camera integration for uploading receipts and user's profile picture, and responsive filter functionalities.
- Utilised OAuth2.0 for login functionality using Passport.js
- Developed components using React hooks (useContext & useReducer) as state management
- Integrated AWS S3 for photo-saving of receipts and user's profile picture
- Collaborated with 2 teammates in pair programming, code review and ensured continuous integration with GitHub

Technologies used: TypeScript, React, Passport.js, AWS S3, ChakraUI, Node.js, Express, MongoDB, Mongoose

PLATE PALS (Food Finder App with Poll Functionality) – [GitHub](#)
Features include merchant and customer routes; where customer gets to select a location based on Google API, budget, and cuisine, and invite friends to start polling on where to eat. The merchant's route allows merchant to display promotions and photos of choice to attract customers.
- Developed the pages and components for Customers' and Merchants' routes, with protected routes in place
- Setup CORS and middleware using OAuth2.0 with Passport.js
- Collaborated with 2 teammates in pair programming, code review and ensured continuous integration with GitHub

Technologies used: JavaScript, React, MaterialUI, Passport.js, Node.js, Express, MongoDB, Mongoose

WEATHER CHAT (Weather App with Chat Functionality) – [GitHub](#)
Features include search functionality from 4000 cities gathered from Open Meteo API, a chatroom for specific weather pages, and a user's favourites page for easy navigation.
- Developed pages and components using Node.js and Express, following the MVC architectural pattern
- Developed search options for the cities using Fuse.js
- Collaborated with 2 teammates in pair programming, code review and ensured continuous integration with GitHub

Technologies used: JavaScript, React, SemanticUI, Fuse.js, Node.js, Express, PostgreSQL, Sequelize

BOOK IT (Meeting Room Booking System) – [GitHub](#) ([Live](#))
Features an overview of all types of rooms and information on meeting rooms available within the company. Users can view the full calendar, filter based on day, week, and month, and select the preferred date and time.
- Solo project to showcase understanding of CRUD principles
- Developed all page routes using React Router DOM
- Utilised Firebase for backend database
- Designed the app to showcase clean, minimalist aesthetics with success and error handlers

Technologies used: JavaScript, React, React Router DOM, Fullcalendar.io, MaterialUI, Firebase (Cloud Firestore)

FRISK (Food and Groceries Tracker App) – [GitHub](#)
Features include adding, viewing, editing and deleting food entries, and a countdown timer which enables the user to know when to consume or remove items from its storage location.
- Created sign-up and login functionalities using jsSHA for password hashing
- Developed a client and server-side app using CRUD queries to interact with PostgreSQL database
- Designed EJS pages with a focus on building a clean and user-friendly interface

Technologies used: JavaScript, EJS, Bootstrap, CSS, Node.js, Express, PostgreSQL

POKER HOUR (Video Poker Game) – [GitHub](#) ([Live](#))
Features a one-player video poker game app. This game is built for beginners who want hands-on practice in analysing the best condition to win their poker cards hand. A scoreboard is available for the player to compare the winning coin prizes.
- Developed the app using HTML, CSS, and JavaScript, focusing on simple yet neat aesthetics.

Technologies used: HTML, CSS, JavaScript