

CHONG ZHEN YANG

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EDUCATION

Kedah, Malaysia	Universiti Utara Malaysia	Sept 2013 - June 2017
<ul style="list-style-type: none">• Major: Bachelor of Communication (Hons) - First Class Honors (GPA: 3.67)		

Online Education

- **Certification:** Computer Science, Programming Concepts, Python, React
- **Programming Coursework:** Data Structures & Algorithms, Web Development, Linux, Operating Systems

EMPLOYMENT

Customer Service Executive	Naturally Plus Singapore	Sept 2019 - May 2021
<ul style="list-style-type: none">• Co-developed an automated Telegram Application for users to easily obtain their latest points directly from their phone.• The Telegram application had successfully decreased the waiting time for users to obtain the relevant information and increase sales due to the swift action the users can take to increase their achievement points by purchasing more products.• Developed a backend system for the Customer Service Department to easily manage the information that will display to the users on the Telegram application.• Refactored excel scripting code to accommodate the new requirements. Automated the customer service daily tasks.• Integrated Selenium to automate the process to obtain data from the web. Decreased customer service department workload by 20%.		

SOFTWARE PROJECTS

Personal Website

- Developed a responsive personal website using Next.js to showcase my journey as a self-taught programmer.
- Designed for light theme and dark theme and added animation flow to the whole website.
- Utilized: Javascript, React, Nextjs, Styled-Components, HTML, CSS

Spotify Web Player

- Developed a responsive Spotify Web Player using React and Spotify API that allows users to listen to music on any device.
- Utilized: React, React Router, Spotify API, Express, Axios, Heroku

Web Scraping

- Developed an automated process that utilizes google cloud to run the application without human interaction.
- Packaged the application into a container using Docker to deploy to Cloud Run.
- Utilized: Python, Selenium, Requests, Telegram API, Cloud Run, Cloud Functions, Docker

Sudoku Solver

- Built a simple sudoku game and solver using Python.
- Used virtual environment to separate dependencies on a computer to ensure the application can be run on any computer.
- Utilized: Python, Pygame, Pipenv

SKILLS

Software: (*Proficient*): Python, Javascript, React, Git, Linux (*Familiar*): SQL, Go, Tensorflow, Flutter, Docker