

Silky Ng *Full Stack Developer*

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Profile

- JavaScript/TypeScript developer with main interest in front end React. Proven experience in taking ownership and initiative and is creative in planning ahead of tasks to ensure transparency and robust tracking of work towards deadlines.
- Past experience in IT support over 5 years with excellent troubleshooting, collaboration and problem solving skills.
- Seeking an opportunity to use skills and experience to collaborate closely with cross-functional teams to deliver high quality user experiences on a meaningful product.

Skills

JavaScript, Node JS, React, Angular, MongoDB, Prisma ORM, Git, TypeScript, Express JS, PostgreSQL, Jest, AWS AppSync, GraphQL

Professional Experience

Full Stack Developer, Kixy 2022/07 – 2023/02 | London

- Successfully implemented complex internal back office dashboard features showing transactions, customers, pairs rates, currencies and settings for the app. This allowed admin staff to seamlessly monitor, search, filter and generate reports of user activity.
- Improved user experience by customising styling and components across dashboard using Material UI components according to UI/UX specifications.
- Collaborated with backend team with contributions backend endpoints for new features to coincide with dashboard. This used AWS AppSync with GraphQL and DynamoDB in a serverless architecture.
- Identified and resolved technical and data issues in edge cases, remediated with robust testing to ensure security.
- Overcame state management complexities using custom hooks and redux to simplify complications in prop drilling of components.

Full Stack Developer, FinWiz Investment Tracker 2022 | Remote

- Defined and developed the back end logic in TypeScript (> 90%), setting up the Express server routes.
- Designed and composed PostgreSQL database schema with Prisma ORM, controllers and model logic.
- Researched, analysed and implemented API market data for the end points.
- Deployed beta version of backend and frontend for development and testing purposes using Heroku and Netlify.

Software Engineer, JobColumn 2022 | Remote

- Successfully refactored an existing project to TypeScript and improve data flow for maintainability and re-usability.
- Implemented unit and integration tests using Jest and end-to-end testing with Cypress with > 70% code coverage.
- Contributions to improvements in UI design and clean code best practices.

On-Site Support Engineer, Department for Education (DfE) 2017 – 2022 | London

- Exemplary use of ServiceNow platform to track, triage and resolve end user incidents and requests within SLAs.
- Authored clear concise documentation in Service Desk knowledge base for resolution of common incidents.
- Counselling with the agile IT toolset team and led the ServiceNow development of a mobile app to reduce calls to service desk by ~10%. The mobile app also allowed users to scan QR codes, allowing the department to track return to office of users.
- Explored new features in ServiceNow upgrades and implemented performance analytics to help the IT department in the reporting and tracking of incidents and request for performance metrics.

Application Support Analyst, WorldPay

2015 – 2016 | London

- Assisted and supported end users in resolution of IT incidents and requests through Service Desk and collaborating with 2nd Line team. Use of ServiceNow to track and report on progress and performance.
- Liaising with teams in Infrastructure and Operations to help develop clear concise documentation for IT Service Continuity Management and Compliance Management.

Projects

Plant Spotter, Full Stack Developer

2022

- Solo project built from design through to implementing features using the plant ID API to identify plants from photos.
- Built using React Native with Expo, Firebase, MongoDB with Mongoose ORM and Express JS. Extensive reviewing and analysis of documentations to implement tech stack.
- Developed the front end, back end and UI components from own designs.

Education

Software Engineering Immersive Program, Codeworks [↗](#)

2022

Android Developer NanoDegree, Udacity

2018

Java Development Course, FDM

2015/02 – 2015/06 | London, UK

MPhys Physics with AstroPhysics, University of Sussex

2006 – 2010